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ABSTRACT

Throughout the history of public libraries in the United States, great accomplishments have been achieved through the active participation of local community members. This handbook from the Texas State Library and Archives Commission is addressed to those citizens who attain appointments to their city or county library advisory boards. Its purposes are to help board members: understand their roles and responsibilities in a variety of situations that may arise during their terms;direct their efforts so that they best serve their offices and their libraries through productive, rewarding work;understand their positions in the context of current public library philosophy and practice in the United States; understand the positions of their libraries in the context of public library organization and practice in the State of Texas; realize that they are part of a vast network of persons, institutions, and associations committed to the ideal that a democracy is most appreciated and best served by citizens empowered through a free and independent pursuit of--and with access to--information and ideas; appreciate their services as part of a noble and long-standing tradition; and to help library directors plan their own productive, rewarding collaboration with their boards. Chapters include: Public Library Advisory Boards in Texas; the Library Director and the Advisory Board; Planning; Policies and Procedures; Money Matters; Library Board Meetings; Library Board and Library Promotion; Friends of the Library; Texas State Library and Archives Commission; and Texas Library Systems Interlibrary Loan Centers. Appendixes include: library position papers; legal citations; a selective glossary; and resources. (AEF)

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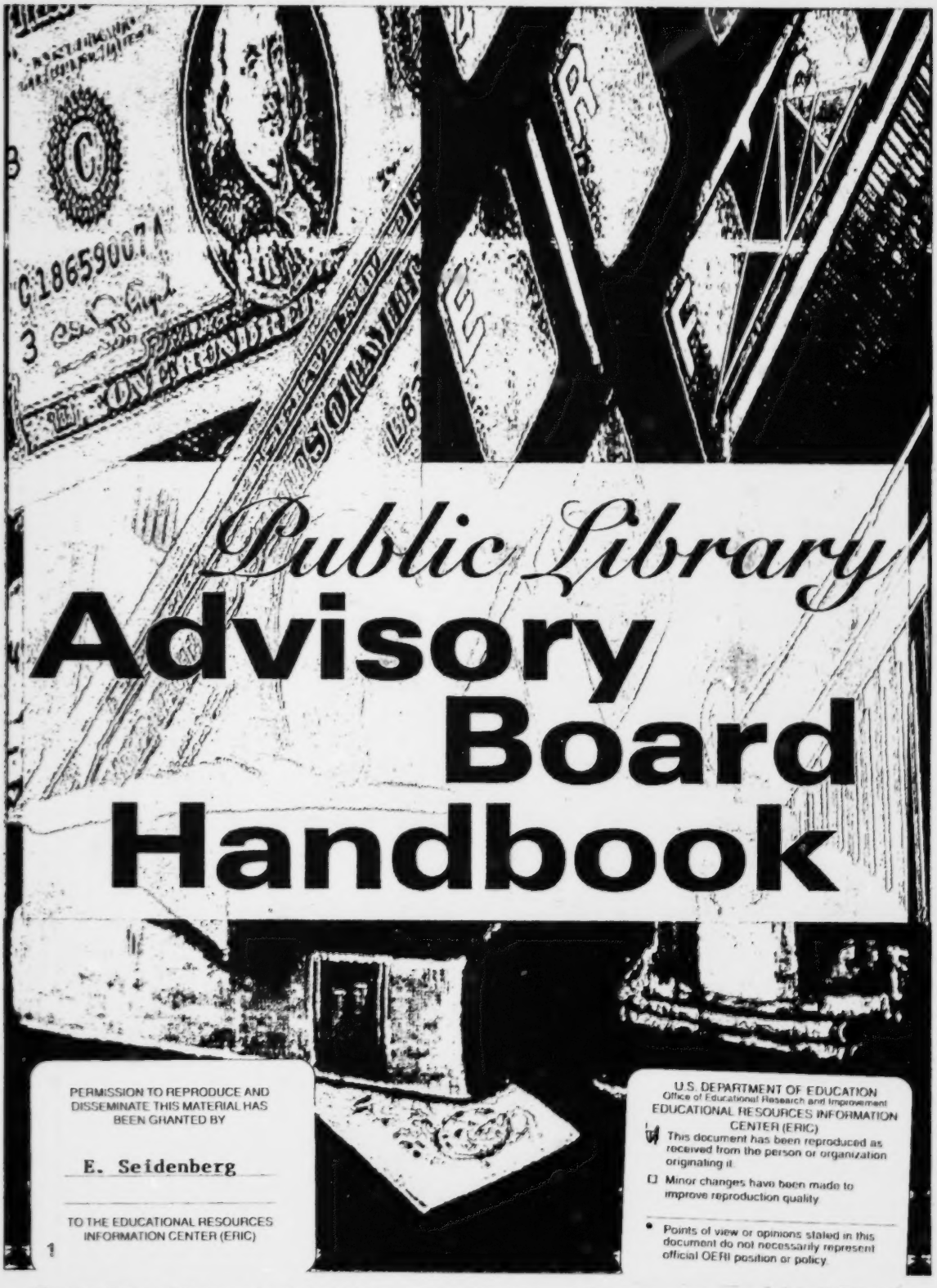

Public Library Advisory Board Handbook

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PUBLIC LIBRARY ADVISORY BOARD HANDBOOK, REVISED EDITION

LIBRARY DEVELOPMENT DIVISION
TEXAS STATE LIBRARY AND ARCHIVES COMMISSION
Austin, Texas 2000

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MESSAGE FROM PEGGY D. RUDD

The Texas State Library and Archives Commission recognizes the vital contribution that advisory board members make to the growth and development of public libraries in Texas. The work you do, the time and energy you contribute, and the knowledge and skills you share improve public library service for all of us.

Public libraries face new and ever-changing challenges in meeting the varied needs of our diverse communities. Critical societal issues such as literacy, school readiness, and lifelong learning must be addressed. New technology-enabled methods of delivering information must be integrated with traditional delivery methods. Public library services must be measured and evaluated to meet public and political demands for accountability.

This *Public Library Advisory Board Handbook* is a tool kit which you can use to help you explore options, evaluate situations, and make informed decisions. It is a resource that can help extend your own capabilities as you work to improve your public library. We at the Texas State Library and Archives Commission, along with our colleagues in the Texas Library System offices around the state, are proud to be partners with you in this effort.

Peggy D. Rudd
Director and Librarian
Texas State Library and Archives Commission
August 2000

ACKNOWLEDGEMENTS

Although governing library boards have been common throughout the history of libraries, advisory library boards are a recent innovation. They evolved from the "Rise of the Council-Manager" form of government. The *Public Library Advisory Board Handbook* was in part a response to that evolution. While much has been written about governing library boards, very little information is available on library advisory boards. In 1989, the Public Library Administrators of North Texas (PLANT) decided that a compilation of the current wisdom of the most effective roles and functions for advisory boards was in order. Alvin Bailey, Director of the Denison Public Library, compiled and edited the document with the assistance of Kathy Ritterhouse, Director of the Grand Prairie Public Library; Sue Compton, Director of the McKinney Public Library; and Mary Jane Stevenson, Director of the Farmers Branch Public Library.

In 1998, The Texas State Library and Archives Commission, which publishes and distributes the handbook, notified PLANT that a revised edition was needed to reflect the changes that had occurred in Texas libraries during the intervening years. Judy McCoy, Director of the Frisco Public Library, volunteered to chair the committee appointed for the purpose of revising and updating the original document. Members of that committee were Susan Andrews, Director of the Lancaster Veteran's Memorial Library; Danita Barber-Owusu, Director of the Hurst Public Library; Lucille Dade, Director of the Carrollton Public Library; Kathy Melston, Director, Rockwall County Public Library; Mignon Morse, Director of the Wylie Public Library; Mary Musgrave, Director of the DeSoto Public Library; JoAnn Rogers, Director of the Watauga Public Library; and Betty Yarbrough, Director of the Euless Public Library.

This committee acknowledges many persons and organizations. First, we thank Alvin Bailey, Kathy Ritterhouse, Sue Compton and their colleagues in PLANT, who conceived the idea and compiled the first *Public Library Advisory Board Handbook*. It has well served Texas public libraries and their boards during the intervening years, and this revision contains most of the information and even the same language as the original document. Unlike our predecessors, this committee had that excellent publication on which to base our work. It is a mind boggling thing to consider that they began with a blank page.

Like our predecessors, this committee also thanks the staff of the Library Development Division, Texas State Library and Archives Commission. Jeanette Larson, Christine Peterson, Sue Polanka, and Anne Ramos provided research and editing assistance as well as gratefully received suggestions and guidelines for topics to be added and expanded. They are also responsible for researching, compiling and writing the new information on library districts, the Texas State Library and Archives Commission, and the legal citations. Anne Ramos provided additional citations for the bibliography. Michele Lamb and Belinda Boon provided additional editing and formatting. We also thank this Division for providing the funds that underwrote our efforts. What library association doesn't need money?

Our committee also acknowledges the fine public library board manuals and handbooks published in other states. Much of the information and many of the ideas contained in those documents found their way into ours.

Finally, we acknowledge the support of our friends and colleagues in PLANT. They provided meeting space, read our first draft, and offered suggestions for its improvement. Their interest and encouragement during the months of our work made this project immensely rewarding.

INTRODUCTION

Throughout the history of public libraries in the United States, great accomplishments have been achieved through the active participation of local community members. Many public libraries owe their very existence to groups of citizen volunteers who dedicated themselves to establishing libraries in their communities. They have raised funds and hauled donated books, furniture, equipment and supplies to temporary locations while trying to find permanent quarters. They have cleaned out unused buildings and built the tables, chairs, and shelves that furnished their communities' first libraries; then loaded and hauled all the accumulated books, furniture, equipment and supplies to the new site. They have traveled to meetings and visited other libraries in order to learn how libraries were organized and managed. They have learned which governmental and professional agencies support library start-up efforts and the means for availing themselves of those services. They have petitioned their local governments for funding and recognition as public agencies, and many of them went on to become their communities' first library board members.

Texas public libraries are commonly founded in this manner even today. This handbook recognizes the efforts of citizen volunteers and activists who extend themselves on behalf of library service to their communities. It is addressed to those citizens who attain appointments to their city or county library advisory boards. Its purposes are:

- To help board members understand their roles and responsibilities in a variety of situations that may arise during their terms
- To help board members direct their efforts so that they best serve their offices and their libraries through productive, rewarding work
- To help board members understand their positions in the context of current public library philosophy and practice in the United States
- To help board members understand the positions of their libraries in the context of public library organization and practice in the State of Texas
- To help board members realize that they are part of a vast network of persons, institutions, and associations committed to the ideal that a democracy is most appreciated and best served by citizens empowered through a free and independent pursuit of--and with access to--information and ideas
- To help board members appreciate their services as part of a noble and long-standing tradition
- To help library directors plan their own productive, rewarding collaboration with their boards

1. PUBLIC LIBRARY ADVISORY BOARDS IN TEXAS

An advisory library board is appointed by the governing body of which the library is an agency. The duties and responsibilities of the advisory board vary with the laws and ordinances under which the library was created. In most instances, the advisory board acts as a liaison between the community and the governing body to promote the library's services and programs. Board members may also assist in developing policies, budget proposals, and other important matters that they then present to their governing bodies for approval and adoption. They advise their governing body, who has ultimate authority to accept, reject or amend their advice. In contrast, a board of trustees actually governs the library and makes decisions concerning policies, budgets, hiring practices, salaries and other executive tasks and issues.

1.1 THE PRODUCTIVE ADVISORY BOARD

An advisory board fulfills an important role by providing an avenue for public participation in planning library policies and services. Thus, the public that the library serves can contribute ideas and define problems. Also, library plans get a boost from participation and understanding by citizens. An advisory board that accepts responsibility for giving advice should be prepared to:

- Meet regularly and participate actively
- Share plans and problems and ask for ideas
- Accept special assignments (for example, to collect community data)
- Know the library's services and promote them to the community
- Plan for the board's participation in the planning process, the work of financing, and the excitement of developing future plans
- Actively promote the library in the community
- Be active in the political process that works for legislation and support at local, state, and national levels
- Help identify people in the community who will actively support the library
- Keep abreast of the latest developments in library service and see that the local library does not lag behind
- Seek support from governing bodies

An active advisory board has the opportunity to be involved and influential in library development without having the responsibility for operational details.

1.2 Role Of A Library Board Member

The principal role of an advisory board is to make informed recommendations to the elected policy-making body, such as a city council or county commissioners court.

Your job is:

To Know

- Your responsibilities.
- The services and resources available in the library
- Your local government and its officials
- The people in your community
- How to work effectively in a group
- The available services and resources in other libraries in your community
- The system of which your library is a member and the responsibilities and privileges incurred by membership in the Texas Library System

To Remember

- That library daily operations are the library director's responsibility
- That working through the library director--not the staff--is the appropriate method for effecting change
- That your personal opinion is important in board meetings, but that you must support policies once they are approved by the board

To Attend

- Board meetings
- Committee meetings
- Texas Library Association and American Library Association meetings whenever possible
- Other local meetings at which your presence may be beneficial to the library

To Plan

- Future growth and priorities of the library
- Active community awareness programs
- Orientation for new board members

To Support

- Your library and its policies

- ❖ Your local governing body
- ❖ The public and its right to information
- ❖ Intellectual freedom

To Act

- ❖ To articulate your library's needs
- ❖ To promote your library whenever appropriate
- ❖ To develop good personal relations with local, state, and federal government representatives
- ❖ To make yourself, your board, and your library visible in the community

1.3 Educational Opportunities For Library Board Members

There are a variety of opportunities to develop skills and knowledge of current public library theory and practice relevant to library board members. Each year, workshops and educational meetings are offered through the Texas Library System, the Texas Library Association (TLA), and the Texas State Library and Archives Commission (TSLAC). You can keep abreast of these opportunities through your library director and through newsletters and other mailings sent to system and TLA members. Furthermore, educational opportunities are listed on the TSLAC and TLA web sites (addresses listed in Appendix D of this handbook), and in *Library Developments*, the bimonthly newsletter produced by the Texas State Library.

1.4 Ethics Statement For Public Library Board Members

Although this ethics statement was written for trustees, it is applicable to advisory board members as well. Approved by the American Library Trustee Association Board of Directors on July 18, 1985, this statement sets the standard of conduct for members of both types of library boards:

> *Trustees must promote a high level of library service while observing ethical standards.*
>
> *Trustees must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the institution.*
>
> *It is incumbent upon any trustee to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.*
>
> *Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution, acknowledging the formal position of the board even if they personally disagree.*
>
> *A trustee must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.*

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Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.

Trustees who accept appointment to a library board are expected to perform all of the functions of library trustees.

1.5 Liability Of Library Board Members

Library advisory board members do not make policy, financial, or employment decisions. Working closely with the library director, they may develop some policies, assist with the library budget proposal, or call special meetings or work sessions to perform specific tasks. From this work, they recommend to their governing body a course of action or adoption of a particular policy. The governing body may discuss, then accept, reject, or amend the library board's recommendation. Ultimately, decisions are made by the library's governing body. If a library board is concerned about the issue of liability for actions made in the execution of duty, members should ask the library director whether or not their governing body offers liability insurance to members of its boards and commissions; or to what extent the governing body's attorney provides counsel to members in the event of suit.

As Renee Rubin notes in *Avoiding Liability Risk*, in these times anyone can be sued for any reason--even volunteers with no real decision-making authority. The best defense against such action is to have strong policies in place, duly adopted by the governing body, and to adhere to these policies in all activities. Board members must avoid conflicts of interest with all library actions in which they participate. Should a conflict of interest arise regarding a specific issue, the board member must refrain from discussing and voting on that particular topic.

1.6 Library Board Orientation

The chair of the library board and the library director may conduct an orientation when one or more new members are appointed. The library director or board chair may want to invite administrators and/or elected officials to this orientation. The orientation may include any or all of the following elements:

- A tour of the library
- Informational materials such as:
  - ✓ a copy of this book
  - ✓ bylaws
  - ✓ past agendas and minutes
  - ✓ policy manuals
  - ✓ staff information
  - ✓ promotional flyers and brochures
  - ✓ budgets

- ✓ board officer duties and responsibilities
- ✓ names and addresses of other board members
- ✓ elected officials
- ✓ friends of the Library officers
- ✓ administrative personnel overseeing the library
- ✓ history of the library
- ✓ description of library programs and services
- ✓ goals and objectives for the coming year
- ✓ information new members will find useful and interesting

- ❖ Discussion with staff to ascertain personnel functions and duties
- ❖ A description of the library's current strengths and weaknesses
- ❖ Discussion of current and anticipated projects (including projected expansion of programs and services)
- ❖ A new library card

The orientation should provide a review for members of long standing and help new members become acclimated to their new positions as library board members. It also provides an opportunity to tell the library's story to administrators and elected officials who attend, reminding them of the vast services the library offers to the community and of the library's ongoing efforts to expand services and programs.

2. The Library Director And The Advisory Board

The library board and the library director work as a team to achieve the highest quality library possible for their users. Although they work together for the same goals and objectives, each has separate responsibilities.

2.1 The Library Director

The library director is responsible for the organization, planning, direction, and administration of library services and activities to provide quality library service. The director works with the advisory board, as well as with other groups, to promote the library.

The library director's duties and responsibilities include:

- Meeting with the library board at regularly scheduled meetings
- Helping prepare the meeting agenda with the board chair
- Keeping the board informed of the activities, acquisitions, and new personnel of the library
- Informing the board regarding budget and financing implications
- Guiding the board with professional expertise
- Directing the care and maintenance of the library building and equipment
- Supervising the selection, training, and performance of the library staff
- Preparing the annual budget proposal
- Overseeing the expenditures of the budget
- Assuming the responsibility for the monthly and annual reports of library services and activities
- Attending meetings, workshops, seminars, and conferences of organizations appropriate to the library and management fields
- Supervising the selection and processing of all library materials and equipment
- Keeping informed of library trends through professional reading

2.2 The Advisory Board

The advisory board is appointed by the library's governing body to serve as a liaison between the library and its citizens. The board advises the library director and the governing body in matters related to the library and its services, and promotes the library and its programs.

The advisory board's duties and responsibilities include:

- Attending board meetings
- Acting in an advisory capacity to the governing body in matters that pertain to the library
- Receiving suggestions and recommendations from citizens relating to library service
- Referring complaints, compliments, and suggestions to the library director, who reports to an administrative official, who then reports to the governing body
- Knowing how the library is organized and functions
- Knowing the collection, the staff, and the activities of the library in order to communicate knowledgeably with citizens and with elected officials
- Recognizing that the library director and others on the staff are professionals in the field of librarianship and respecting their expertise
- Remembering that *advising* is not *deciding*; the board's role is to make recommendations to the governing body
- Acquiring an awareness of public library standards and library trends
- Becoming informed about state and national library laws and actively supporting state and national library legislation which would improve and extend library service
- Supporting intellectual freedom and the right to access in the public library

2.3 STIMULATING CITIZEN INPUT

In order to function as liaison between the library and its users, a library board member must know the attitudes of users and nonusers toward the library. One of the easiest ways to stimulate citizens' comments regarding the library is through normal social activities. Library board members tend to be active people who live, socialize, and participate in their communities. In conversation with others they can identify themselves as library board members and ask if the person they're talking to uses the library, and if not, then why not. If the person is a library user, the board member can ask questions concerning the person's experiences in the library--did the person get the information and materials they wanted; was staff courteous and helpful; was the library inviting; what suggestions, complaints, and compliments does the user have that the board member can refer to the library director? The board member who develops the habit of conducting this type of easy, informal survey can gain valuable insight into the attitudes of the community toward the library. This type of

situation also provides an easy lead-in for the board member to promote library services and programs, or to explain some of the issues the library is confronting.

More formal methods of obtaining citizen input and attendance at meetings include posting copies of board meeting notices on public bulletin boards and submitting announcements of meetings to local newspapers, association newsletters, and organizations' bulletins for inclusion in their community events calendars. Occasionally, the library board may host a breakfast or an evening reception for targeted audiences, such as business people or teachers, in order to describe services and materials relevant to their interests. Following the library presentation, board members can field questions or discuss comments and suggestions, also providing a means for attendees to submit written comments. The event should always include an announcement concerning the schedule of board meetings and an invitation to attend. This type of activity not only elicits input, but it also lets citizens know that the library cares about them and strives to meet their needs.

These types of citizen input are usually pleasant and friendly, and they contribute to developing the library's service goals and objectives. They also provide the opportunity to discuss reasons why certain materials and services are not offered at the present time and to advocate for funding in order to provide them.

One form of citizen input that can be really trying to a library board, a library director, and staff is a challenge to materials or a demand to limit access to resources. This issue is closely tied to library policies and procedures, and will be covered in depth in Chapter 4 of this handbook.

3. PLANNING

The advisory board's role in planning is to assist the library director in formulating plans for the library. Assistance may take the form of surveying the community, speaking with community organizations, receiving input, generating support, or securing data. Knowledge of the community is vital, and board participation is important in the planning process.

3.1 THE LONG RANGE PLAN

The planning function of any public library is essential. It is based on the assumption that planning provides a realistic means to better allocate existing resources, identify service priorities, demonstrate accountability, and accomplish stated objectives--regardless of library size, local community conditions, or funding levels. An action-oriented long range plan is more than simply a statement of the board members' philosophies about how the library will be operated. The final plan should reflect the following components:

- **Think long range.** A plan that is considered long range will span a minimum of five years. The goals set should be broad and visionary so they will take some time to complete. The director and staff will then build the annual objectives based on the long range goals.

- **Be flexible**. It is a common misconception that a long range plan is locked into place once it is written. Consider the library's long range plan to be a flexible and changeable document.

- **Have accountability**. Every written objective should be measurable so that it can be determined whether or not it was completed. Each goal will then have objectives or action plans that will provide details such as a time line and responsible parties.

- **Be visionary.** Long range planning means thinking big. That can be difficult for library boards and governments which are accustomed to working with tight budgets. However, a plan without a vision is worse than no plan at all. Vision requires one to temporarily forget budgetary constraints and dream about what the library could be. Vision and progress always require risk.

3.2 THE MISSION STATEMENT

Creating the mission statement is the first step in the planning process. The mission statement defines the goals and objectives. It is a broad statement of the purpose for the library and specifies the fundamental reasons for the library's existence. It establishes the scope of the library's activities and provides overall direction for the library. The mission statement acts as a foundation for the development of general and specific objectives, as well as programming plans. It is a clear statement of where the library wants to go, and the cornerstone around which all other planning for the library takes place. The library's mission should be related to the major roles chosen for the library. Three sample mission statements follow.

"The XYZ Public Library shall function as the central access point of information media for the education, enlightenment, and enjoyment of all of the people in the community."

"The purpose of the XYZ Public Library is to provide the members of its community with access to materials that can improve their minds, broaden their lives, and fulfill their cultural, intellectual, educational, and recreational needs."

"The mission of the XYZ Public Library is to provide all persons in the community with a safe and confidential environment in which they may freely pursue intellectual, educational, and recreational interests through diverse services and resources collected in a variety of formats."

After the mission statement has been written, evaluate where the library is right now. This self-examination should examine strengths and weaknesses of the library, opportunities for the library, and threats to the continued operation of the library.

3.3 EVALUATING THE COMMUNITY

The community is crucial to the library and its services. It is important to develop a strategy to research community needs. Evaluate the social conditions and political climate of the service area along with the population climate and growth projections. How does the economy and the demographics of the community affect the library? What are the trends affecting public libraries? Information on the economy and demographics of any area can be obtained from your local council of governments, from your city or county planning department, and from your school district. You may also want to consider doing a survey to determine and evaluate community needs. (Some resources explaining how to do surveys and analyze their results are listed in Appendix D of this handbook.)

3.4 EVALUATING THE LIBRARY

If the board would like to determine how the library compares to others, statistical information is available from the Texas State Library and Archives Commission (TSLAC). Each year the Library Development Division publishes *Texas Public Library Statistics*, which provides extensive data on each public library filing an annual report to TSLAC. It includes information on populations served, financial resources and expenditures, staffing, holdings, program attendance, hours of operations, circulation and reference transactions, and other comparative data. This document is available on the Internet from the Library Development Division of TSLAC (www.tsl.state.tx.us/ld/publibs/).

3.5 EVALUATING THE PLAN

Evaluating the plan is crucial component of the planning process. The evaluation procedure should be built into the plan itself and will state the criteria that determine whether or not the

plan's goals and objectives have been met. The standard tools for developing criteria and interpreting data used for evaluation are *Planning and Role Setting for Public Libraries*, *Output Measures for Public Libraries*, and *The Tell It! Manual*. Evaluation is important because it provides an opportunity for the library to promote its improvements when goals are met, and to analyze and correct its problems when goals are not achieved.

As of this writing, the current standard for a public library planning model is the newly published book, *Planning for Results: A Public Library Transformation Process; The Guidebook and How-to Manual*. This book describes a new process involving "service responses" to meet community needs and anticipate future demands. It was developed by the Public Library Association in 1998 and updates the planning model described in *Planning and Role Setting for Public Libraries*. (All of these books are listed in Appendix D of this handbook and may be purchased from the American Library Association.) A library director or board member may borrow them for review from the TSLAC Library Science Collection, or from the regional system office of which the library is a member.

4. POLICIES AND PROCEDURES

The terms policies and procedures are frequently confused. Yet the distinctions between these terms are important when understanding the roles and responsibilities of board members.

4.1 POLICIES

Policies are written statements that become administrative documents reflecting the library's and its governing body's goals and objectives. They also serve as guidelines for the conduct of library personnel in the performance of their duties. Policies are flexible, which does not mean that they are made to be broken, but that they are dynamic and can be changed as the need arises. Library policies should be reviewed regularly, and, as goals and objectives change, should be revised to keep them current. As policies are approved by the library advisory board, a board officer generally submits these policies to its governing body (the city council for municipal libraries or the county commissioners for county libraries) for formal adoption. The library director can advise the board whether or not revisions to existing policies must be submitted to its governing body for adoption or if revisions can be submitted to an administrative official for approval. Usually, revisions involving fees must be presented to the governing body but other revisions may require only administrative approval. Policies often must be submitted to the governing body's attorney for review prior to adoption by the governing body. There are two types of policy: external and internal.

4.2 EXTERNAL POLICIES

External policies determine the kind of interaction between the library and its users and the ways in which programs and services are delivered. These policies should be prefaced by the library's mission statement, its goals and objectives, and definitions of its primary roles in the community. The policies themselves may include topics such as collection development, challenged materials, gifts and donations, circulation of materials, conditions for issuing library cards, use of meeting rooms, fines and fees assessed by the library, access to electronic resources such as online databases and the Internet, and public relations activities.

As of this writing, Texas public library boards are developing policies determining public access to the Internet and discussing attendant issues such as the use of filters, privacy screens, and software designed to protect users' confidentiality. At this time, policy decisions for this service area are in question due to the initiation of laws to regulate these activities in libraries receiving federal funding. Currently, these proposed laws are in debate but not yet passed, and the resolution of these laws may affect many Texas public libraries receiving federal grants. Some local governments already require libraries under their jurisdiction to either use filters or eliminate the service altogher. Citizens' rights groups such as the American Civil Liberties Union are challenging such regulations in court, and the outcome of these actions is yet to be determined.

The purpose of the above discussion is to point out that despite efforts to support intellectual freedom by recommending policies designed to ensure free public access to library services and resources, occasionally these decisions are beyond the control of library boards, staffs, and other intellectual freedom advocates. It also exemplifies the importance of library board members' staying abreast of legislative issues that impact their library's services.

4.3 INTELLECTUAL FREEDOM AND THE FREEDOM TO READ

Well written, duly adopted policies are crucial in a library's defense and resolution to challenged materials and resources. A challenge occurs when an individual or a group seeks to remove or limit access to library materials (books, videos, audio tapes, etc.) or library resources (electronic media, the Internet, etc.). A ban occurs when an individual or a group succeeds in convincing the library's governing body to order the withdrawal of materials or resources from the library.

Although public perception of challenged materials focuses on "dirty books," there are many reasons other than sexual content that precipitate challenges to library holdings. History books on the Salem witch trials have been challenged for their discussion of witchcraft; Laura Ingalls Wilder's *Little House on the Prairie* books have been challenged for their treatment of native Americans; Huckleberry Finn has been challenged for its depiction of juvenile independence as well as its characterization of Huck's friend, Jim. At the time of this writing, a library's offer of free public access to the Internet can generate acrimonious debate in Texas communities. Although Internet access is generally challenged on the grounds of the pornographic content of many of its web sites, it is frequently challenged on philosophical and political issues similar to those described above.

At their most disruptive extremes, such challenges can cause sufficient upheaval that all other work of a library can virtually stop while the library's board, director, and staff devote their time and energy to answering citizen inquiries, providing media interviews, planning meetings, and working with the governing body's attorneys, administrators, and elected officials to resolve the issue.

The library board's responsibility in these cases is to uphold the principles of intellectual freedom and the freedom to read. A library's mission statement may include language providing for "wide and diverse collections in a variety of formats;" or for providing "a safe and confidential environment in which users may freely pursue intellectual interests." Mission statements including such language place advocates in the position of defending intellectual freedom as the library's stated mission as well as on the broarder principle of intellectual freedom. It is essential that board members, the director, staff, and other library advocates in the community show respect for opposing viewpoints at all times, and remain sensitive to the right of all citizens to express their opinions and concerns.

Intellectual freedom is a term encompassing the broad ideal "freedom of the mind" and includes not only the constitutionally protected freedoms of speech and of the press, but also, by extension, the freedoms to hear, view, and read. These freedoms are at the heart of library service to the public. These are simplistic definitions for complex and volatile issues. They are presented thoroughly in the American Library Association's publication, *Intellectual*

Freedom Manual, Fifth Edition, compiled by the ALA Office for Intellectual Freedom and published in 1996; and the Texas Library Association's publication, *Intellectual Freedom Handbook, Fifth Edition*, prepared by the Intellectual Freedom Committee of TLA, also published in 1996. (This manual is available in print and on the TLA home page at www.txla.org/docs/ifhbk.html.)

These books present historical and philosophical overviews of intellectual freedom issues, as well as interpretations and practical guidelines and resources available to libraries facing challenges to their materials. They also provide sample policies modeling protection of users' intellectual freedom rights. Appendix A of this manual, "Library Position Papers," provides more in-depth discussion of intellectual freedom issues and includes the TLA and ALA intellectual freedom statements and their interpretations.

Three crucial components of a library's defense against challenges to its holdings are the materials selection policy, the Internet access or acceptable use policy, and the policy for handling challenged materials.

Materials Selection Policy. All libraries should have a written policy determining the process by which library staff select books and other materials and resources. The policy will include review sources and other professional tools used for selection as well as other criteria for selecting materials.

Internet Access Policy (Acceptable Use Policy). Each library offering public access to the Internet must decide how to develop its Internet access policy. At this time, most libraries have a separate policy for Internet use; however, there is a trend in Texas public libraries to incorporate their Internet policy into the body of their materials selection policy. Issues generally covered in an Internet policy include issues such as conditions under which a user may access the Internet, time constraints to allow fair access, use of filters, cost (if any) for printing, protection of confidentiality, and permissibility of downloading onto a personal disk. A sample Internet access policy is included at the end of this chapter.

Policy for Handling Challenged Materials (Reconsideration of Materials). Many user complaints against library materials can be dealt with simply through discussion between the library director and the user making the complaint. If discussion does not satisfy the user, then a written form should be available for the user to fill out and sign. The point at which a user files a written statement requesting withdrawal of the title is the point at which the complaint becomes a challenge. Subsequent procedures will be delineated in the policy, including some point at which the user will be invited to attend a board meeting to formally present the challenge for board review.

The library board should recommend all such policies to the library's governing body for adoption. As liaison between the library and its citizens, board recommendation of the policy adds credibility for the user. Once the governing body adopts the policy, it carries the authority of governmental resolution or ordinance. These steps provide more favorable conditions for successfully withstanding a prolonged or united challenge.

Access to Services and Confidentiality of Users' Records. Two other intellectual freedom issues citizens and outside agencies occasionally become involved with are access to services and confidentiality of users' records and the materials and services they request. These issues are more fully covered in Appendix A and Appendix B of this handbook.

4.4 INTERNAL POLICIES

Internal policies determine the way a library provides its services. Types of internal policies found in public libraries and the issues they cover may include:

- **Circulation** - the types of documents accepted for proof of residency; items that may not be checked out or renewed; loan periods on high demand items; chain of command in dealing with disputes over fines
- **Reference** - how many reference questions may be answered per call; the extent to which criss-cross directory service will be delivered; the extent to which homework help will be provided; the order in which telephone and inhouse users will be handled during peak times
- **Cataloging and technical services** - what to do when a new version of the Dewey Decimal System is issued; to what extent materials will be classified; how to code, classify, and shelve special collections; how vendors will be selected; who selects various types of materials
- **Safety/Security** - who has oversight for opening and closing the building; who will be called in emergency situations when the library is closed; who has oversight for maintaining fire extinguishers; evacuation of the building in case of fire or other disaster
- **Intellectual freedom issues** - chain of command in dealing with user complaints, and points at which complaintants are referred to the next level; who speaks for the library in various stages of challenges
- **Personnel** - who has oversight for scheduling; who has oversight of time sheets; how many employees may be scheduled to be off duty at the same time; how scheduling is communicated between departments and to the library director; who evaluates employees
- **Collection development** - who selects various types of materials and formats; who receives various types of review tools; who weeds various collections and nonfiction titles; how "last titles" and discarded items are handled
- **New and used materials donations** - who officially accepts gift books; what types of materials are accepted, and what types are not; how gifts of used materials are stored and who reviews and selects them for inclusion into the collection; how donated materials not selected for the collection are handled

- **Volunteers** - who is in charge of recruiting, training and supervising volunteers; who determines assignments for volunteers; what the criteria are for allowing court ordered community service volunteers to work in the library; what the dress code is for volunteers

4.5 PROCEDURES

Procedures are guides to action and are subordinate to and aid in implementing policies. Procedures describe how a service is to be executed, establish a method of handling repetitive tasks, and specify how a policy is to be implemented. Procedures tend to be chronological, listing a sequence of steps to be performed, or providing a timetable. Examples of procedures include the steps to be taken to process an interlibrary loan request, issue a new library card, sign up for computer time, or reserve meeting rooms. The library director and departmental supervisors establish and revise procedures to provide the most effective, efficient methods for carrying out general operating policies.

The library board generally does not become involved in establishing and implementing procedures unless those procedures significantly impact the board itself, such as developing and posting agendas, or determining the content and distribution of board meeting packets. Staff reports to the board should, however, mention changes in procedures that impact the public perception of service delivery, such as procedures for registering for story times. Knowing such procedural changes prevents board members from being surprised by, and not knowing how to respond to, users' questions concerning such changes.

SAMPLE INTERNET ACCESS POLICY

_____ PUBLIC LIBRARY

Internet and Electronic Information Access Policy
2.24.98

Introduction
The mission of the _____ Library is to promote "free and easy access to the vast array of ideas and information," ensuring "access to other collections and information sources throughout the nation and the world." It is in the context of this mission that the library provides access to the Internet and other electronic information resources.

A. Disclaimer
The Internet is a global network of computers with no central organizational structure or control. It provides a gateway to millions of local, national, and international sources of information. While the Internet generally provides access to a wealth of information that is valuable and enlightening, the user may find information that is controversial, offensive, disturbing, erroneous, or illegal. It is the responsibility of the user to determine the appropriateness, accuracy, and usefulness of the information accessed through the Internet. The provision of access to electronic information by the Library does not imply sponsorship or endorsement of the information.

As with access to other materials and services of the Library, any restriction of a minor's access to, or use of the Internet and other electronic resources is the responsibility of the minor's parents or legal guardians. Parents or guardians concerned about their child's use of the Internet are encouraged to read and share with their children "My Rules of Online Safety." This is included in an excellent publication from the National Center for Missing and Exploited children, entitled *Child Safety on the Information Superhighway*. Parents who are concerned about their children's use of electronic resources should provide guidance to their children.

The sources linked directly to the Library's home page are chosen in accordance with its Materials Selection and Accessibility Policies (Chapter IV of the *Policies*). Beyond this the Library does not control information accessed through the Internet. Because the Internet is so dynamic, the Library is not responsible for changes in content of sources to which it links, nor for the content of sources accessed through secondary links.

The Library will maintain an abbreviated version of this disclaimer on its Internet home page.

B. Internet User Guidelines
Library users who access the _____ Library's Internet and other electronic services are responsible for using them in an ethical, legal, and considerate manner. Examples of prohibited usage include, but are not limited, to:

- Using the Internet workstations for any illegal purposes
- Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment
- Representing oneself as another person or using the Internet to transmit obscene, threatening, or harassing materials
- Viewing, displaying, or printing explicit graphical images in violation of *Texas Law: PC 43.24, Sale, Distribution, or Display of Harmful Material to Minor*
- Damaging or destroying equipment, software, or data belonging to the Library or to other users, including adding, altering, or deleting files on Library workstations, hard drives, or other Library computer equipment
- Violating computer system or network integrity, including attempts to bypass network security functions, obtain passwords, or alter the configuration of Library workstations in any way
- Violating copyright laws. U.S. Copyright law (*Title 17, U.S. Code*) prohibits reproduction or distribution of copyrighted materials, except as permitted by principles of "fair use." Responsibility for any possible copyright infringement lies solely with the user. The _____ Library expressly disclaims any liability or responsibility resulting thereof.

C. Conditions of Use

To ensure that these Internet and electronic resources are provided fairly and equitably, the following conditions of use shall apply:

- Internet workstations will be available during the Library's normal hours of operation until ten minutes prior to closing
- Usage is on a first-come, first-served basis
- The Library reserves the right to set time limits for individual sessions of use so that monopolizing of Internet resources is minimized
- Internet printing charges will be the same as other Library printing and copying charges
- Users may download information from the Internet to a 3.5" IBM-compatible formatted computer disk. However, the user is cautioned regarding computer viruses. The Library is not responsible for damage to the user's disk or computer, for any loss of data, damage, or liability that may occur from use of the Library's Internet services
- Users shall not attempt to upload, install, set up, run, or execute any program or software not authorized by the Library on any of the Library's computer

workstations or systems. This prohibition does not, however, restrict users from uploading text documents, such as resumes, from their own disks to distant Internet sites.

- ❖ The Library reserves the right to limit or restrict Internet applications

D. Confidentiality of Use

Transaction logs and any other information that can be used to identify a user with specific data, files, programs, or other electronic materials are covered by the _____ Library's Confidentiality of Library Patron Information (Chapter III of the *Policies*.) However, the Library reserves the right to monitor and/or report activities as needed to maintain security and usability of the Internet workstations and the systems to which they are connected. In addition, users are advised that because privacy is technically difficult to achieve, electronic transactions and files could become public.

E. Staff Assistance

Due to the various skill levels and time constraints of Library scheduling, Internet trained staff may not always be available for personal assistance. Library staff cannot provide in-depth training on Internet computer usage or personal computer usage. Staff may, however, be able to use professionally acquired skills to provide suggestions and tips for searching.

F. Sanctions

Library users who violate the Internet User Guidelines, or who refuse to comply with the Conditions of Use, may be removed from the Library and may have their Library privileges revoked. The Librarian in Charge has the authority to terminate a user's Internet session in accordance with these sanctions. This decision may be appealed to the Assistant Director and then to the Director. The decision of the Director is final.

Violations of the policies described above regarding the legal and ethical use of the Library's electronic resources will be dealt with in a serious and appropriate manner. Illegal acts involving the Library's Internet and electronic resources may also be subject to prosecution by local, state, or federal authorities.

G. Responsibility and Authority

Final responsibility and authority for Internet and electronic information access rests with the Director of Library Services, who will operate within a framework of policies and principles adopted by the City Council of _____. The staff will operate under the Director's delegated authority.

The Library is authorized to develop such procedures, guidelines, and rules as may be necessary to carry out these policies. Further, the Library is authorized to utilize appropriate technologies to address the implementation of these policies.

Reviewed by the _____ Library Board on 2.9.98 and recommended for adoption.

Adapted from the Irving Public Library's Internet and Electronic Information Access Policy.

5. MONEY MATTERS AND FUNDING SOURCES

Texas public libraries are funded by various mixtures of public and private money.

5.1 PUBLIC FUNDING

The largest portion of funding comes from appropriations by the library's governing body; i.e., a municipal library derives its primary funding from the city budget, and a county library from the county budget. Some municipal libraries also receive supplemental funding from their county governments to support services provided to users residing inside their county but outside their city limits. These funds support the library's operating and capital budgets. Local bonds are typically issued for construction projects such as library buildings and major renovation and expansion projects.

State and federal funding is allocated through the Texas library system program. State and federal grants are available to libraries through an application process. All public libraries are invited to apply for these competitive grants. These grants are generally available to enable libraries to meet needs specified in the grant announcement. Every year the Texas State Library and Archives Commission offers grants for special programming opportunities. Announcements of these grants are sent to libraries through mailings, professional newsletters, and from the ten regional system offices.

Although Texas public libraries are prohibited from assessing charges for most services, Title 13 of the *Administrative Code* allows fees to be assessed for some library services. The following charges are permitted at the discretion of the library's governing authority: reserving library materials; use of meeting rooms; replacement of lost borrower cards; fines for overdue, lost, or damaged materials in accordance with local library policies; postage; in-depth reference services on a contractual basis; photocopying; telefacsimile services; library parking; service to non-residents; sale of publications; rental and deposits on equipment; and charges for the use of materials and machine-readable databases not owned by the library, major resource center, or regional library system for which the vendor or supplier has charged a borrowing fee.

5.2 Library Districts

In 1997, the 75th Texas Legislature passed the *Library Districts Act* (codified as *Chapter 326, Local Government Code*), relating to the creation, administration, powers, duties, operation, and financing of library districts in Texas. This legislation allows voters in local jurisdictions to create a public library district to be funded by up to a half-cent in local option sales tax. In 1999, the 76th Texas Legislature amended the law to allow voters in counties of voters numbering 100,000 or more to approve library districts.

There are currently nine library districts in Texas and many other communities plan to establish them. Existing districts include the Wimberley Village Library, the Benbrook Public Library, the Salado Public Library, the Wells Branch Community Library, and the

Westbank Community Library. The Westbank Community Library was the first library district created, and the library was the major force behind the 1997 legislation the provided for the creation of library districts.

Library districts can be created in any county of the state. The district may include any contiguous territory within a single county. The district boundaries can include any territory that is part of a municipality that operates a municipal public library as long as the governing authority of the municipality consents.

The purpose of a library district is to establish, equip, and maintain one or more public libraries for the dissemination of general information relating to the arts, sciences, and literature, and open free of charge to all members of the public under identical conditions.

5.3 PRIVATE FUNDING

Private funding for public libraries comes from a variety of sources.

Friends of the Library. Friends of the Library groups (discussed fully in Chapter 8) perform a vital function in local fundraising efforts on behalf of the library. They also serve as recipients of cash donations made to their libraries, whereby those monies may be held and released to the library as needed.

Private Grants. Businesses, especially large corporations, often donate money to community services through grants, as do local foundations, and these agencies can be important sources for private funding of public libraries. These grants are also subject to an application process, and usually they require proof of the availability of matching funds from the library before the grant application will be considered. Upon request, TSLAC will provide a list of private entities that have a history of awarding grants to public libraries.

Foundations. Some Texas public libraries establish foundations for their own benefit and seek to attract major donations. Foundations are fundraising entities apart from the library board and Friends groups, and they have their own boards of directors. Foundations may be established for specific purposes, such as the collection of public art to be displayed in library buildings or on library grounds. They also may be established for more general purposes, such as highly specialized and/or expensive programs, collections, or construction projects. Other foundations are established to simply provide additional funding for operational expenses such as shelving or ongoing programming.

Partnerships. Partnerships are becoming a popular way for libraries to enhance their programming and services by sharing costs with outside agencies. Partnerships are formed when a library and one or more public or private agencies share the cost of a particular program, service, or facility. The project helps all participants achieve their goals and objectives and commonly serves all parties' various constituencies. Partnerships enable libraries to offer programs and services they could not otherwise afford.

5.4 USES OF FUNDING

A library provides materials and services to all users in the community and, in many cases, to other communities through cooperative services. To provide satisfactory service, money is necessary for an attractive, inviting, and efficient building in a central location; for a wide variety of materials and resources to meet informational, educational, and recreational needs; and, most importantly, for a competent and effective staff to assist users and to organize materials so they are accessible.

Customarily, local funds support basic services such as buildings, materials collections, salaries, and general operating expenses. State and federal funds are used for state and regional interlibrary cooperation, collection development, and program innovations. Private sources usually specify uses for the money they donate.

Board members need to be aware of the particular mix of funding that supports their library. In most libraries, budget preparation is the library director's job with input from staff. Still, all board members need to understand and support their library's budget. The library director should keep board members informed about budgeting issues and practices in their library and, as directed, from their administrative and elected officials.

5.5 BOARD INFLUENCE

Board members may influence the funding process in several ways. They may be called upon to explain the library's budget, or to make presentations at budget hearings. A thorough knowledge of the financial status and budget procedures facilitates support from the governing body that allocates funding and from the taxpayers who provide these funds.

Active members know the assets of other libraries in the area as well as their own. They need to visit libraries frequently. Can you borrow the materials you want? Books? Records? Films? Prints? Does anyone else want or need them? How much money is needed to address those needs? Is it possible to translate the informational needs of the people of the community into taxes for the individual citizen? Is it possible to find other sources of funds?

Library board members also know the library's goals and objectives and can show the correlation between library goals and budgetary requests. They should expect to serve as liaisons between the library and the local governing body. They can also provide great service by fostering good relations and raising library visibility with state and federal legislators.

6. LIBRARY BOARD MEETINGS

Library board members often wish that the public took more interest in the board meetings. Many board members make special efforts to invite attendance and designate time on the agenda to welcome comments from the audience. This attitude builds citizen interest and attendance.

Although Texas law requires governmental bodies to hold meetings that are open to the public, a 1974 opinion by the Attorney General holds that:

> "A city's library board which acts solely in an advisory capacity and has no rule-making or quasi-judicial power is not required to comply with the mandate of the *Open Meeting Act* regarding public notice and open meetings."

(Legal citations for library laws and Attorney Generals' opinions are found in Appendix B of this manual.) Nevertheless, some governmental charters require open meetings and board members are sworn to uphold the *Open Meeting Act*. Most library boards feel that their deliberations are sufficiently important to the community to follow the spirit of holding open meetings with prior notice.

6.1 MEETING ORGANIZATION

In a democratic organization, meetings are where information is shared, decisions are made, actions are planned, and the future is shaped. The best meetings are exciting, fun, and productive. No matter what the size or purpose of the meeting, it should be well planned in advance. Written by-laws may help in the organization of the meetings. Sample board by-laws are included at the end of this chapter.

6.2 WRITTEN AGENDA

The first part of any meeting plan is a written agenda. The agenda should be prepared jointly by the board chair and the library director. It lists the topics to be discussed and the order of discussion. If your library is required to follow the mandate of the *Open Meetings Act*, the agenda must be posted at least 72 hours in advance of the meeting in the legally designated posting places for your local government. The agenda must contain the name of the board holding the meeting, the address of the meeting, and the date and time the meeting is to be held. Certification or verification that the meeting was posted on a specific date and at or by a specific time must appear at the conclusion of the agenda. The certification or verification must be followed by the signature of a legally responsible person, i.e., an authorized administrative official, the library director, or the board chair.

An ideal meeting runs about one to two hours. Despite your best intentions, your meeting may run over the allotted time; therefore, put the least important topics at the end of the agenda and your most important topics at the beginning. Then, even if you do not finish your agenda, your most important work has been done.

A well-planned agenda will help you do first things first, focus on one item at a time, leave the least important items for last, and set a tone for the meeting. All of these will help you get work done and conclude the meeting on time so that people will want to come to the next meeting. A sample agenda is found at the end of this chapter.

6.3 CLEAR RULES

The second step of a meeting plan is the choice of clear rules. These rules set the style for the meeting. Your rules affect how much gets accomplished, who likes the meeting and comes back, and who dislikes the meeting and doesn't return.

Many small groups choose to make decisions by a consensus. Consensus means reaching a majority decision through discussion and compromise. Consensus may require full discussion, but it assumes that members are prepared to cooperate. When trying to achieve consensus, the people at the meeting discuss each topic until the chair believes that all are in agreement. If the members have one purpose, plenty of time, and a shared goal of cooperation, consensus works very well. Groups that use consensus to make decisions believe that it gives them greater clarity in all the choices available and greater solidarity around the final choice. Although it may take more time to reach a decision, they believe that earnestly laboring for moral clarity through the consensus process very often results in a profound leap of personal growth. Consensus works best with small groups in which every member comes to the meeting with an understanding of, and unity with, the ideals of the organization.

However, if your decision-makers involve a large number of very busy people with strong opinions and varied interests; or if you have a bold program with many issues, you will probably find that you can get more work accomplished and have better meetings if you make decisions by voting. In that case, the rules of parliamentary procedure, as presented in *Robert's Rules of Order, Newly Revised,* are the standard procedures adopted by most groups. Parliamentary procedure was developed in the British Parliament as a system for conducting meetings and making group decisions. Each item of business must be proposed by someone as a suggestion that the group do something. Decisions are made by voting on each proposal after discussion. To be effectively used, each member of the board should have a rudimentary knowledge of parliamentary procedure. It is suggested that a review of the rules be part of an annual board meeting.

6.4 MINUTES

After you plan the agenda and choose the rules, you have virtually guaranteed the success of your meeting. There is only one more job to consider for any meeting you hold. Every meeting needs someone to take minutes. Usually this is the job of the secretary, who is elected for one year. If the board is concerned that taking minutes will prevent one person from participating fully in board discussion, you can vote to streamline the system, elect co-secretaries, or rotate the job among board members. Some library boards engage the services of someone outside the board, such as a library staff member or volunteer to take minutes.

Board minutes serve four functions. For members who were at the meeting, they provide a short review of decisions, assignments, and deadlines. For members who missed the meeting, they provide an accurate account of what happened. For future officers and staff, they create a history of the organization. For everyone, they serve as the official legal record of topics discussed, actions taken, and decisions made. A copy of approved minutes should be forwarded to the library's governing authority, i.e., the city secretary or the county judge's secretary. Minutes should include the following items.

- Date, time, place, and purpose of the meeting
- Names of voting members present and absent
- Names of visitors, guests, and other non-board members present
- Motions made and voted on--the person making the motion must give the wording of the final version of the motion to the secretary; record who made the motion, who seconded, and the vote count
- Assignments and deadlines--if action taken involves the appointment of a person or a committee to perform a specific task, record the person in charge, the committee members if applicable, the assignment, and the expected date for reporting progress or completing the work
- List of reports made--attach copies of all written reports; list correspondence read aloud

There should be a standard procedure for handling written minutes, ideally mailing them out two weeks after the meeting. Distributing minutes at the next meeting (usually at least one month later) and waiting for members to read them before asking for corrections wastes time.

6.5 STREAMLINING MEETINGS

For board meetings to be fun and productive, they should be efficient. In planning meetings, keep two "rules" in mind.

Respect people's time. Recognize that time is the most valuable commodity anyone has to give. If you want people to invest their valuable time in building your organization, you must treat it like gold.

Do all work in the smallest possible group. If one or two people can accomplish a task, that is the way to do it. Use the larger group for general planning and small groups for completing specific tasks.

There are several techniques you can use to streamline board meetings:

- Do not clutter an agenda with information--only items which could be reported to members in a memo or advance report

- Mail members, in advance, all possible background material in order to prevent meeting time being consumed with extraneous questions
- Plan the timing of committee reports so no one board meeting is filled with too many lengthy reports
- Place issues that are urgent, difficult, or require action as soon as possible after the meeting starts
- In the agenda, mark "Action" beside those issues on which action is required, to alert board members to issues on which they must make decisions
- Estimate the time required for each issue and indicate that time on the agenda
- Schedule the presentation, report, or remarks of any invited person or distinguished guest as soon as possible after the meeting opens, so that he or she may leave early if desired
- Use a streamlined agenda which dispenses with roll call, the reading of the minutes (send minutes with agenda), and correspondence (except for matters of importance)

Using these guidelines, it should be possible for a library advisory board to have productive and efficient meetings. Members should leave meetings feeling like they have accomplished important work and looking forward to attending future meetings.

SAMPLE BOARD BY-LAWS

By-Laws
Public Library Board

ARTICLE I
NAME

As authorized by the City Charter, City of _____, and City Ordinance No._____. This body shall be known as the _____ Public Library Board.

ARTICLE II
MEETINGS

Section 1. The regular meeting of the Library Board shall be held at a time designated by the Board in the library or such other place the Board may determine.

Section 2. Special meetings may be called by the Chair or at the call of any two members of the Board, provided that notice thereof be given to all Board members.

Section 3. A majority of the members shall constitute a quorum at all meetings of the Board.

Section 4. All questions presented for a vote of the Library Board shall be decided by a simple majority of the quorum, including the vote of the Chair.

Section 5. Any member of the Board who misses three consecutive meetings without good cause shall be deemed to have resigned, and the Board will recommend to City Council that a replacement be appointed for the balance of the unexpired term.

Section 6. Robert's Rules of Order, Newly Revised shall govern in the parliamentary procedure of the Board, in all cases to which they are applicable and in which they are not inconsistent with these by-laws.

ARTICLE III
OFFICERS

Section 1. The officers of the Board shall be a Chairperson, a Vice-Chairperson, and a Secretary.

Section 2. Officers shall be elected and take office at the first regular meeting after new Board members have been appointed and sworn in.

Section 3. Vacancies in office shall be handled as follows:

(a) In the event of resignation or incapacity of the Chair, the Vice-Chair shall become the Chair for the unexpired portion of the term.

(b) Vacancies in officers other than the Chair shall be filled for the unexpired term by special election.

Section 4. Duties of the officers shall be as follows:

(a) Chair:

(i) Preside at all meetings.

(ii) Represent the Library Board at public functions.

(iii) Appoint special committees.

(iv) Assist Library Director in establishing the agenda for each meeting. Agenda items requested by any Board member will be included.

(b) Vice-Chair:

(i) Assist the Chair in directing the affairs of the Board and act in the Chair's absence.

(c) Secretary:

(i) Be responsible for the accuracy of the minutes of the Board meeting and bring any corrections to the attention of the Board at its next meeting. The Secretary shall sign the approved minutes and file in Record Book.

ARTICLE IV
COMMITTEES

Section 1. Committees may be appointed for special purposes by the Chair and with the consent of the majority of the Board. All committees will have at least one Library Board member serving on them. These committees are automatically dissolved upon completion of the assignment.

ARTICLE V
LIBRARIAN

Section 1. The Library Director shall be an ex-officio member of the Board.

ARTICLE VI
POWERS AND DUTIES OF BOARD MEMBERS

Section 1. Board members shall:

(a) Abide by applicable ordinances of the City of _____.

(b) Act in an advisory capacity of the City Council, City Manager, and Library Director.

(c) Recommend policies to govern the operation and program of the library.

(d) Assist in planning and give guidance for expansion of library facilities.

(e) Assist in interpreting the policies and functions of the Library Department to the public.

(f) Encourage in every possible way the development and advancement of the public library.

ARTICLE VII
AMENDMENTS

Section 1. These by-laws may be amended by a majority vote at any regular meeting, provided all members have been notified of the proposed amendments at least ten days prior to such meeting. Such amendment would then be subject to approval by City Council.

SAMPLE NOTICE AND AGENDA FOR BOARD MEETINGS

Notice of Meeting
_____ Public Library Board

Address of Meeting Location

Date

Time

Agenda

Call To Order

Approval Of Minutes

Citizen Comments

Discussion Items:

1. Library Reports

2. Review suggestions for marketing library programs and services

3. Review library goals and objectives

Action Item:

1. Discuss and consider approval of Internet Acceptable Use Policy

Adjournment

ACCESSIBILITY STATEMENT: _____Public Library is wheelchair-accessible. For sign interpretive services, call the City Secretary's office at (Phone number), at least 72 hours prior to the meeting. Reasonable accommodation will be made to meet your needs.

CERTIFICATION: I certify that this notice was posted on (legally designated posting place) no later than (time) on (date).

_____
Signature

7. LIBRARY BOARDS AND LIBRARY PROMOTION

As an advisory body, a library board can exert its efforts to build, maintain, or improve the library through an effective library promotion program. Library promotion is a conscious process of relating to the community the benefits and services provided by the library. Public awareness, whether achieved through a publicity program or public relations, generates public support.

7.1 DEVELOPING A LIBRARY PROMOTION (AWARENESS) PROGRAM

A library promotion program is usually developed through a formal planning process in which the board and the library's staff define and enumerate goals and objectives as well as needed resources. Once developed, the plan should be reviewed and revised on a regular basis and aggressively implemented.

Such a plan should include:

- A written set of goals and objectives directing all activities pursued
- Identification of specific target audiences to which programs are directed
- Identification of individuals (board members, staff, volunteers, Friends of the Library members) who actively participate or perform specific duties or have special responsibilities under the plan
- A calendar of anticipated special events that are planned during the coming 12-month period; these events may require publicity, such as special newspaper articles, brochures, or flyers
- Identification of funding required to effectively implement the program. Some elements cost money, while others require the time and talents of individuals. Know where the funds and talent come from!

The comment is sometimes made within the library community that libraries should not be sold to their service area. Nevertheless, the most effective and successful library programs are those in which the link between the user and the services provided is forged through a formal library promotion program. Thus a comprehensive public awareness program must be pervasive--both the user and the library staff must be committed to the success of the product provided and received.

The library board, working with the library director, should set the style and tone of any public awareness activity. The board and staff can improve the library's visibility, widen its contacts, and pursue every opportunity to communicate to the library's users, both present and potential, the successes and the needs of the library program. A sample public relations policy is included at the end of this chapter.

7.2 LOBBYING

Although lobbying still is greeted with discomfort by many library board members and staff, its negative image is changing. Through the efforts of the TLA Legislative Committee and TL-PAC (not a TLA committee, but a separate fundraising arm of TLA devoted to lobbying activities), lobbying is becoming an important role for library advocates.

Lobbying for funding is nothing more than knowing where funding originates and knowing the people who control the distribution of those funds. In this sense, library board members are "lobbyists," or they would not be board members. They are usually appointed by the governing body, which is the primary source of support for their library. In many cases, the ordinance which established the board encourages, even mandates, that a prime duty of the board is to consult or advise the governing body as to the needs of the library. Often the board is also charged with identifying alternative funding sources for the library or meeting with other organizations or agencies that can promote the improvement of the library's services and programs. In this context, board members are appointed to their positions to be library "lobbyists."

Lobbying is the recognized and traditional right of all citizens to be heard in matters which they feel should be addressed. Board members should regard lobbying activities as being of prime importance, a skill to be practiced and perfected, and an essential element of the public relations and awareness program.

Library board members have a leadership role in library advocacy, promoting their library, generating public interest, and winning political support. As a library board member, you must know your community. You are a bridge between the library and the community. You are the advocate for the library, and you can help the community understand its importance in all aspects of life.

How can the board member become an effective lobbyist for the library? Develop the following ideas based on the board's own talents, its knowledge of the community, its understanding of the library's services and programs, and its commitment to achieving library goals and objectives:

- Know your library and libraries in general. Libraries of all types are interrelated. Improvements to libraries, whether school, public, academic, or special, will produce positive results for your library program.
- Develop your legislative agendas. The board should insure that library related legislative matters are included within these proposals.
- Plan to provide, both individually and collectively, a persistent program of providing information to the community. In addition to the formal activities, such as newspaper articles and presentations to groups and organizations, a board member might have lunch with the local newspaper editor or meet regularly with

the Chamber of Commerce staff or other agency or organization which will broaden awareness of the library program.

- Get to know the local, state, and national representatives on a personal basis and become knowledgeable about their views and impressions of libraries in general. In this manner, board members can relate their library knowledge and concerns and, when required, influence or change any negative impressions or images that may exist.

- Make regular calls on all elected officials, as well as to other agencies or individuals, who can promote libraries, their services, and their programs. Attend events at which these officials appear and let them know why the board representation is there.

- Look at candidates for office and impart the "library's story" to these individuals in the early stages of their candidacy.

- Involve and invite those in the political process to library-sponsored events, activities, and organizations.

- Visit legislators and legislative sessions in Austin or Washington, D.C., particularly during ALA and TLA Legislative Day activities. Join in, to the extent practical, with any legislative activity planned by library support organizations such as TLA, Friends and Trustees of Texas Libraries, and similar groups.

- Plan regular meetings with members of your governing body. This meeting may be an annual or more frequently scheduled event, but it should be carefully planned to provide the body with specific facts and figures about the needs of the library. It is also effective to spotlight your successes, as these lend credibility to requests for additional resources to support existing or proposed projects, programs, and services.

- Most importantly, change your mindset about lobbying and its importance to libraries! It is not a dirty word or concept. It is a very American concept and a right (and responsibility, too) of all citizens to participate in the decisions of government, to represent viewpoints, and to support ideas and concerns.

7.3 Levels Of Advocacy

A library board advocate must represent the library on many levels. Some of these are listed below:

- Among Other Library Board Members

- With Local Government

- To Business and Industry
- To Community Groups
- With State Legislative Efforts

7.4 Some Advocacy Techniques

Speaking Out. Take your case to both individuals and groups as an effective, ongoing program of library advocacy. The time to be certain your neighbors and colleagues are aware of the library's services is not just when you go before them to justify increased taxes or a building program. Ideally, every person you see will connect you with the library. This includes the people with whom you work or attend church, your children's teachers, the grocery store clerk, and, very importantly, every civic, business, and government leader.

Accept every invitation you can to speak to groups. Seek such invitations when they aren't offered spontaneously. Be sure your library has an ongoing public relations program that you can draw upon for assistance. A simple ten-minute slide tour of your library can work wonders in bringing the library to people who have never darkened its door. If your library has a home page on the Web, take its address with you for distribution. Be sure to always indicate the role the community has taken in developing and supporting the library.

Remember that it is the people of your community who own the public library, and it is those people to whom you wish to respond.

Informing the Media. Your local newspaper is an ideal vehicle for library information. The press should routinely cover board activities. The library should also keep the press informed about ongoing and special programs, major additions to the collection, and special achievements and honors attained by the board and staff. Whenever you go out into the community to speak to a group, be sure the press is informed. Be sure, also, that the newsletter of the group you are addressing contains information about your speech. Whenever there is an important issue concerning your library that your state or federal legislators will be considering, your local press should be informed. If the outcome of the issue would affect your library's services significantly, it is appropriate to request editorial support. This will not only draw attention to your library, but also add a great deal of weight when sent to the lawmakers who will vote on the issue.

Writing to Legislators. When writing your letters, remember the basics. Use clean stationery, preferably with a business, personal, or library letterhead. Type or wordprocess your letters. There is little reason to handwrite anything other than a social letter or note today. If you are writing concerning a specific piece of legislation, identify the issue or the bill. Before you actually write the message, be sure that you understand both sides of the issue under discussion.

Making Personal Visits. The best way to establish and maintain a good relationship with your legislators is with a personal visit. Take advantage of such events as National Library Week to ask your governing body to declare a local library week. Be sure the press is aware

of such designations, and use that week to call on those persons you feel can help influence the way your citizens' library services are provided. In addition, there are times each year when state or federal legislative activity is at a minimum, and lawmakers are not in the throes of a campaign. That's the best time to visit. Take a colleague with you. A party of two or three ensures comfortable conversation and allows you to divide advocacy responsibility. All you need is about fifteen minutes.

SAMPLE PUBLIC RELATIONS POLICY

_____ Public Library Advisory Board

PUBLIC RELATIONS POLICY

In recognition of the responsibility of the library to maintain continuing communication with present and potential users of the services and resources of the _____ Library so as to assure effective and maximum usage by all citizens, the library advisory board adopts the following resolution as a matter of policy.

The objectives of the public relations program of the library are:

- To promote community awareness of library services
- To stimulate public interest in and usage of the library
- To develop public understanding and support of the library and its role in the community

The following means may be used to accomplish the foregoing objectives:

1. Specific goals and activities shall be developed annually and the program shall be evaluated periodically.
2. Personal and informational group contacts shall be maintained with government officials, opinion leaders, service clubs, civic associations, and other community organizations by library staff and board members.
3. Surveys of the community shall be made to assure the responsiveness of the _____ Library to the interests and needs of all citizens.
4. Local media shall be utilized to keep the public aware of and informed about the resources and services of the _____ Library.
5. Newsletters, brochures, and other promotional materials shall be produced and distributed through regular mailings and other effective methods of reaching the public.
6. The _____ Library may sponsor programs, classes, exhibits and other library-centered activities and shall cooperate with other groups in organizing these to fulfill the needs of the community for educational, cultural, informational or recreational opportunities.
7. The library director or a designated staff member shall have the responsibility for coordinating the public relations and public informational activities of the _____ Library.

Adapted from the Public Library Trustee Handbook
Washington State Library, 1989.

8. FRIENDS OF THE LIBRARY

Libraries of all sizes benefit from the energy and enthusiasm of a local Friends of the Library group. The relationship between the library board and the Friends is a significant and ongoing one.

Essentially, a Friends of the Library organization can be defined as a group of active volunteers who are independently organized to support, promote, improve, and expand local library services. They understand the importance of good library service for the community. The initial reasons for founding a Friends organization vary among libraries, and usually involve advocacy, community involvement, fund raising, and public relations.

Friends are recognized as one of the most important citizen groups in the library world. Time and time again Friends have brought benefits to libraries as a result of their activities and representation of community needs and interests. But their role and the library board's legal function are not the same.

The basic relationship, however, which best serves both groups, and therefore best serves the library, is one that is mutually communicative, cooperative, and supportive. Both groups are dedicated to promoting and improving library services; however, this relationship is affected by the distinct differences in the roles of each.

Board members serve the library officially in an advisory capacity as a legally appointed board, and are thus held legally responsible for the results of their decisions and actions. In addition, restrictions are established by state or local law, ordinance, or policy.

On the other hand, Friends groups are separate, independent organizations with their own officers and organizational structure. While they cannot legally take on any of the functions assigned by law to the library board, there are a wide variety of ways Friends groups can serve their libraries.

Examples of Friends activities include:

- Raising public awareness of library services
- Presenting or sponsoring cultural and educational programs such as film series, book discussions, author appearances, and seminars on subjects ranging from investments to rare books
- Conducting book sales and other fund raising activities to provide money for projects or items not covered by the library's operating budget
- Communicating the library's financial needs to the governing body or the voters.

- Advocating for increased library services and funding at the state and national levels
- Organizing and/or providing volunteers for work on specific or ongoing projects suggested by the library director
- Supporting new services, such as the lending of original art and sculpture, that later may become part of the library's ongoing program
- Operating gift shops and/or used book stores in the library
- Sponsoring writing or poetry contests
- Recognizing exceptional performance of individual library staff members

8.1 Relationship Between Board And Friends

The relationship between the board and the Friends group should be a strong, positive one. There are a variety of ways in which the relationship can be enhanced, and the important support role of the Friends assisted, through the board's actions. Some possibilities include:

- Inviting and welcoming members of the Friends to library board meetings
- Encouraging at least one Friends member to serve as a regular board liaison by attending all board meetings
- Developing, in cooperation with the library director and a Friends group representative, a policy clarifying the role of the Friends in relationship to the library and the library board
- Providing the Friends group, on a regular basis, with information such as library board meeting agendas, minutes, and reports
- Considering Friends group members for informal advisory committee membership, especially for citizen input opportunities when library goals, objectives, and priorities are being planned annually
- Recognizing the Friends group's contributions and support of the library in such ways as letters to officials, certificates of appreciation, press releases, and honoring the group or selected individuals at special programs
- Always support Friends group activities by attending their events, contributing to their fund raisers, and offering to help at their functions
- Be a Friend yourself--join now!

8.2 HELP FROM ADDITIONAL ORGANIZATIONS

For information or assistance regarding forming a Friends group or interacting with an already established group, contact:

Friends organizations in nearby towns

Many Friends publish newsletters and calendars. Ask to be on their mailing lists.

Friends of Libraries U.S.A. (FOLUSA), an affiliate of the American Library Association (ALA).

FOLUSA publishes Friends of Libraries Sourcebook, a bi-monthly newsletter, fact sheets, videos, and pamphlets on advocacy and general activities. Much of this information is available on the web site (found in Appendix D of this handbook.) FOLUSA meets during the ALA Annual conference each summer and during ALA Midwinter meeting.

Friends and Trustees Round Table, a unit of the Texas Library Association (TLA).

The round table enables library Friends, trustees, and other advocates to promote and foster the development of library services through the exchange of ideas, experiences and information. The round table meets during the TLA Annual Conference each spring and during TLA Annual Assembly in the summer. The first day of annual conference is traditionally Friends and Trustees Day and includes a business meeting, special programs, and an author luncheon.

9. TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

The Texas State Library and Archives Commission administers the funds allocated for public libraries by the state legislature and the federal government. The Commission oversees the State Library, the regional systems, and interlibrary loan centers.

The Texas State Library and Archives Commission, created in 1909, administers its mission by ensuring that all Texans have the library resources and services, the archives and records, and the government information that they need to be educated and informed, in order for them to lead productive lives and participate effectively in civic affairs. The State Library's main facility is located in the Lorenzo de Zavala State Archives and Library Building, just east of the State Capitol. The agency's web site is www.tsl.state.tx.us.

The **Commission** is composed of six members appointed by the Governor and approved by the Senate. The members hold office for terms of six years. The authority of the Commission is broad and is set by state law. It includes the selection of the head of the agency (the Director and Librarian), approval of the agency's budget before it goes to the Legislature, and approval of agency policies, including the rules and regulations that govern the Texas Library Systems Act. For a list of the current Commission members, please contact with your public library director or check the TSLAC web site.

The **agency** is divided into divisions:

Library Development Division is most closely allied to libraries, serving Texas' 500+ public libraries (fourth largest in the nation). The major goals of the Library Development Division are:

- Expanding public access to all libraries
- Assisting libraries in supplying information services
- Encouraging Texans to utilize libraries
- Assisting with new technologies and automation development
- Aiding in collection development
- Providing for an annual children's reading program
- Training through continuing education workshops for staff
- Administering grants to libraries and library systems
- Maintaining a collection of library resources for librarians

The Library Resource Sharing Division also reaches Texas libraries by administering resource sharing services:

- TexShare is a statewide library resource sharing program for Texas public libraries and institutions of higher education that is designed to improve library services to Texans. TexShare services include:
  - TexShare card—a reciprocal borrowing program
  - Texpress—a courier service providing two-day delivery of materials around Texas
  - Education—staff training for TexShare services
  - Interlibrary loan protocol—to promote best practices in interlibrary loan among Texas Group libraries
  - Electronic information—online indexes, journals, and books
  - TexTreasures—a grant program to make special collections more accessible
- TRAIL (Texas Records and Information Locator)—statewide search for Texas electronic government publications
- TexNet Interlibrary Loan – statewide lending and referral service
- State Publications Clearinghouse – collects, indexes, and distributes state publications in print form

The Archives and Information Services Division is responsible for acquiring, evaluating, organizing, and preserving permanently valuable government records. This division also provides reference services to the public through its four collections: Texas State Archives, Genealogy Collection, Reference/Documents Collection, and the Sam Houston Regional Library and Research Center in Liberty.

The Talking Book Program provides free library services to more than 25,000 Texans who, because of a visual, physical, or learning disability, are unable to read standard print material. The collection circulates by mail at no charge to the patrons and consists of books in alternative formats: cassette, recorded disk, braille, and large print. Special playback equipment is also provided.

The State and Local Records Management Division issues guidelines and develops administrative rules for the cost-effective and efficient management of government records; operates the State Records Center for the storage, access, and disposition of non-current state records; and provides micrographics and digital imaging services for the preservation of permanent and vital state and local government records.

Two other divisions provide support to the agency:

Administrative Services provides business management and support in the areas of human resources, accounting, contracts and grants, fiscal services, printing and reproduction, and mail services.

Information Resources Technologies supports the agency with computing and communications systems.

10. TEXAS LIBRARY SYSTEMS

The ten Texas Library Systems are a collaborative network committed to strengthening Texas public libraries and funded by state and federal dollars through grants from the Texas State Library and Archives Commission (TSLAC).

The ten systems were created when the Texas legislature passed the Texas Library Systems Act in 1969, which included an appropriation for $25,000. Libraries can join the Texas Library Systems by meeting the specific criteria outlined in *the Rules for Administering the Texas Library Systems Act*, available from the TSLAC.

The Texas Library Systems network consists of ten regional systems that serve local needs of the member libraries. Systems offer regional cooperative purchasing to extend the buying power of public libraries to obtain library materials; provide expertise, direction, and information to local librarians; educate regional library staff on library issues and update their skills through continuing education and consulting programs; and help local libraries incorporate electronic resources into library services for the benefit of the public.

10.1 INTERLIBRARY LOAN CENTERS

The TexNet interlibrary loan network is a part of the Library Resource Sharing Division of the State Library. Ten regional referral centers provide interlibrary loan and reference referral services for public, academic, and special libraries in Texas.

The service is based on the premise that lending among libraries should be encouraged; however, interlibrary borrowing should not be used as a substitute for the development of a collection which meets the needs of the library's service area or client group. Existence of this service enables libraries to provide additional materials and enhance their collections. Local libraries make loan requests by contacting the Interlibrary Loan Center at the Major Urban Resource Center (MURL) in a library's area. If that library cannot fill the request, a search is made of other collections in the state and nation.

Libraries without OCLC (Online Computer Library Center) access initiate borrowing requests by sending them to the Interlibrary Loan Center (ILC) for their service area. All of the ILCs have full access to OCLC. If the ILC cannot fill the request from their collection, they use the OCLC database to request it from a library that does own the material. Through membership in the Texas Group some local libraries place their requests directly on OCLC.

Cost of the service is underwritten by federal funds. There are no charges to libraries for using the service; however, requesting libraries are responsible for return postage and any photocopying or charges levied by lending libraries. Local libraries are notified in advance if a lending library charges a fee, so they may elect not to receive the material. Local libraries may pass lending library fees and postage costs to their patrons; they may not, however, charge their patrons a fee for using the interlibrary loan service.

APPENDIX A LIBRARY POSITION PAPERS

INTRODUCTION

Public libraries in the United States house and provide information on countless subjects and offer a wide range of opinions about them. Although the freedom to express thoughts and opinions is assured by the Constitution, the library may receive criticism in the form of a demand that material or services be banned; i.e., that the challenged resources or services be removed from the library's shelves or deleted from the library's service plan.

Library board members have the responsibility to be familiar with the library's selection policy and to protect the rights of all persons to have access to library materials. Board members also need to understand that librarians are trained and educated to strive for balanced collections offering various opinions on many topics. Librarians have access to information and reviews about current resources that aid them in selecting materials while keeping in mind the composition and interests of their users.

Library board members should know the library's policy for handling complaints and the role they themselves play in the process. Finally, board members must be familiar with the principles that have been formulated by library organizations and serve as guiding philosophies for intellectual freedom. The position papers in this appendix define these principles and philosophies.

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staffs. Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations. The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a large pattern of pressures being brought against education, the press, films, radio, and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression. Yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

   Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.

   Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

   A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern literature is shocking, but is not much of life shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any books the prejudgment of a label characterizing the books or author as subversive or dangerous.

   The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine, but Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

   It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or groups will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. No group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is not freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

   The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972 and January 16, 1991, by the ALA Council and the AAP Freedom to Read Committee.

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs of affiliations of individuals or groups requesting their use.

Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; Inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

ACCESS TO LIBRARY RESOURCES AND SERVICES REGARDLESS OF GENDER OR SEXUAL ORIENTATION

An Interpretation of the Library Bill of Rights

American libraries exist and function within the context of a body of laws derived from the United States Constitution and the First Amendment. The Library Bill of Rights embodies the basic policies which guide libraries in the provision of services, materials and programs. In the preamble to its Library Bill of Rights, the American Library Association affirms that all [emphasis added] libraries are forums for information and ideas. This concept of forum and its accompanying principle of inclusiveness pervade all six articles of the Library Bill of Rights. The American Library Association stringently and unequivocally maintains that libraries and librarians have an obligation to resist efforts that systematically exclude materials dealing with any subject matter, including gender, homosexuality, bisexuality, lesbianism, heterosexuality, gay lifestyles, or any facet of sexual orientation:

Article I of the Library Bill of Rights states that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation." The Association affirms that books and other materials coming from gay presses, gay, lesbian, or bisexual authors or other creators, and materials dealing with gay lifestyles are protected by the Library Bill of Rights. Librarians are obligated by the Library Bill of Rights to endeavor to select materials without regard to the gender or sexual orientation of their creators by using the criteria identified in their written, approved selection policies (ALA policy 53.1.5). Article II maintains that "Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Library services, materials, and programs representing diverse points of view on gender or sexual orientation should be considered for purchase and inclusion in library collections and programs. (ALA policies 53.1.1, 53.1.9, and 53.1.11). The Association affirms that attempts to proscribe or remove materials dealing with gay or lesbian life without regard to the written, approved selection policy violate this tenet and constitute censorship. Articles III and IV mandate that libraries "challenge censorship" and cooperate with those "resisting abridgement of free expression and free access to ideas." Article V holds that "A person's right to use a library should not be denied or abridged because of origin, age, background or views." In the Library Bill of Rights and all its interpretations, it is intended that: "origin" encompasses all the characteristics of individuals that inherent in the circumstances of their birth; "age" encompasses all the characteristics of individuals that are inherent in their levels of development and maturity; "background" encompasses all the characteristics of individuals that are a result of their life experiences; and "views" encompasses all the opinions and beliefs held and expressed by individuals. Therefore, Article V of the Library Bill of Rights mandates that library services, materials, and programs be available to all members of the community the library serves, without regard to gender or sexual orientation. Article VI maintains that "Libraries which make exhibit spaces and meeting room available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." This protection

extends to all groups and members for the community the library serves, without regard to gender or sexual orientation. The American Library Association holds that any attempt, be it legal or extra-legal, to regulate or suppress library services, materials, or programs must be resisted in order that protected expression is not abridged. Librarians have a professional obligation to ensure that all library users have free and equal access to the entire range of library services, materials, and programs. Therefore, the Association strongly opposes any effort to limit access to information and ideas. The Association also encourages librarians to proactively support the First Amendment rights of all library users, including gays, lesbians, and bisexuals.

Adopted by the ALA Council, June 30, 1993.
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ACCESS TO ELECTRONIC INFORMATION, SERVICES, AND NETWORKS

An Interpretation of the Library Bill of Rights
Introduction

The world is in the midst of an electronic communications revolution. Based on its constitutional, ethical, and historical heritage, American librarianship is uniquely positioned to address the broad range of information issues being raised in this revolution. In particular, librarians address intellectual freedom from a strong ethical base and an abiding commitment to the preservation of the individual's rights.

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information. These rights extend to minors as well as adults. Libraries and librarians exist to facilitate the exercise of these rights by selecting, producing, providing access to, identifying, retrieving, organizing, providing instruction in the use of, and preserving recorded expression regardless of the format or technology.

The American Library Association expresses these basic principles of librarianship in its Code of Ethics and in the Library Bill of Rights and its Interpretations. These serve to guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to electronic information, services, and networks.

Issues arising from the still-developing technology of computer-mediated information generation, distribution, and retrieval need to be approached and regularly reviewed from a context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are not swept away.

Electronic information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it. Even so, many people, for reasons of technology, infrastructure, or socioeconomic status do not have access to electronic information.

In making decisions about how to offer access to electronic information, each library should consider its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

THE RIGHTS OF USERS

All library system and network policies, procedures or regulations relating to electronic resources and services should be scrutinized for potential violation of user rights.

User policies should be developed according to the policies and guidelines established by the American Library Association, including Guidelines for the Development and Implementation of Policies, Regulations, and Procedures Affecting Access to Library Materials, Services and Facilities.

Users should not be restricted or denied access for expressing or receiving constitutionally protected speech. Users' access should not be changed without due process, including, but not limited to, formal notice and a means of appeal.

Although electronic systems may include distinct property rights and security concerns, such elements may not be employed as a subterfuge to deny users' access to information. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Users also have a right to information, training and assistance necessary to operate the hardware and software provided by the library.

Users have both the right of confidentiality and the right of privacy. The library should uphold these rights by policy, procedure, and practice. Users should be advised, however, that because security is technically difficult to achieve, electronic transactions and files could become public.

The rights of users who are minors shall in no way be abridged.

EQUITY OF ACCESS

Electronic information, services, and networks provided directly or indirectly by the library should be equally, readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by all libraries and information services that receive their major support from public funds (50.3; 52.1.14; 60.1; 61.1). It should be the goal of all libraries to develop policies concerning access to electronic resources in light of Economic Barriers to Information Access: An Interpretation of the Library Bill of Rights and Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.

INFORMATION RESOURCES AND ACCESS

Providing connections to global information, services, and networks is not the same as selecting and purchasing material for a library collection. Determining the accuracy or authenticity of electronic information may present special problems. Some information accessed electronically may not meet a library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Parents and legal guardians who are concerned about their children's use of electronic resources should provide guidance to their own children.

Libraries and librarians should not deny or limit access to information available via electronic resources because of its allegedly controversial content or because of the librarian's personal beliefs or fear of confrontation. Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction.

Libraries, acting within their mission and objectives, must support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. Libraries have an obligation to provide access to government information available in electronic format. Libraries and librarians should not deny access to information solely on the grounds that it is perceived to lack value.

In order to prevent the loss of information, and to preserve the cultural record, libraries may need to expand their selection or collection development policies to ensure preservation, in appropriate formats, of information obtained electronically.

Electronic resources provide unprecedented opportunities to expand the scope of information available to users. Libraries and librarians should provide access to information presenting all points of view. The provision of access does not imply sponsorship or endorsement. These principles pertain to electronic resources no less than they do to the more traditional sources of information in libraries.

Adopted by the ALA Council, January 24, 1996.

ACCESS FOR CHILDREN AND YOUNG PEOPLE TO VIDEOTAPES AND OTHER NONPRINT FORMATS

An Interpretation of the Library Bill of Rights

Library collections of videotapes, motion pictures, and other nonprint formats raise a number of intellectual freedom issues, especially regarding minors.

The interests of young people, like those of adults, are not limited by subject, theme, or level of sophistication. Librarians have a responsibility to ensure young people have access to materials and services that reflect diversity sufficient to meet their needs.

To guide librarians and others in resolving these issues, the American Library Association provides the following guidelines.

Article V of the Library Bill of Rights says, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views."

ALA's Free Access to Libraries for Minors: An Interpretation of the Library Bill of Rights states:

- The "right to use a library" includes free access to, and unrestricted use of all the services, materials, and facilities the library has to offer. Every restriction of access to, and use of, library resources, based solely on the chronological age, educational level, or legal emancipation of users violates Article V.

- ...[P]arents - and only parents - have the right and the responsibility to restrict the access of their children - and only their children - the library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children. Librarians and governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies have a public and professional obligation to provide equal access to all library resources for all library users.

Policies which set minimum age limits for access to videotapes and/or other audiovisual materials and equipment, with or without parental permission, abridge library use for minors. Further, age limits based on the cost of the materials are unacceptable. Unless directly and specifically prohibited by law from circulating certain motion pictures and video productions to minors, librarians should apply the same standards to circulation of these materials as are applied to books and other materials.

Recognizing that libraries cannot act in loco parentis, ALA acknowledges and supports the exercise by parents of their responsibility to guide their own children's reading and viewing. Published reviews of films and videotapes and/or reference works which provide information

about the content, subject matter, and recommended audiences can be made available in conjunction with nonprint collections to assist parents in guiding their children without implicating the library in censorship. This material may include information provided by video producers and distributors, promotional material on videotape packaging, and Motion Picture Association of America (MPAA) ratings if they are included on the tape or in the packaging by the original publisher and/or if they appear in review sources or reference works included in the library's collection. Marking out or removing ratings information from videotape packages constitutes expurgation or censorship.

MPAA and other rating services are private advisory codes and have no legal standing*. For the library to add such ratings to the materials if they are not already there, to post a list of such ratings with a collection, or to attempt to enforce such ratings through circulation policies or other procedures constitutes labeling, "an attempt to prejudice attitudes" about the material, and is unacceptable. The application of locally generated ratings schemes intended to provide content warnings to library users is also inconsistent with the Library Bill of Rights.

*For information on case law, please contact the ALA Office for Intellectual Freedom.

Adopted June 28, 1989, by the ALA Council; the quotation from Free Access to Libraries for Minors was changed after Council adopted the July, 1991, revision of that interpretation.

EXHIBIT SPACE AND BULLETIN BOARDS

An Interpretation of the Library Bill of Rights

Libraries often provide exhibit spaces and bulletin boards. The uses made of these spaces should conform to the Library Bill of Rights: Article I states, "Materials should not be excluded because of the origin, background, or views of those contributing to their creation." Article II state, "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Article VI maintains that exhibit space should be made available "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

In developing library exhibits, staff members should endeavor to present a broad spectrum of opinion and a variety of viewpoints. Libraries should not shrink from developing exhibits because of controversial content or because of the beliefs or affiliations of those whose work is represented. Just as libraries do not endorse the viewpoints of those whose works are represented in their collections, libraries also do not endorse the beliefs or viewpoints of topics which may be the subject of library exhibits.

Exhibit areas often are made available for use by community groups. Libraries should formulate a written policy for the use of these exhibit areas to assure that space is provided on an equitable basis to all groups which request it.

Written policies for exhibit space use should be stated in inclusive rather than exclusive terms. For example, a policy that the library's exhibit space is open "to organizations engaged in educational, cultural, intellectual, or charitable activities" is an inclusive statement of the limited uses of the exhibit space. This defined limitation would permit religious groups to use the exhibit space because they engage in intellectual activities, but would exclude most commercial uses of the exhibit space.

A publicly supported library may limit use of its exhibit space to strictly "library-related" activities, provided that the limitation is clearly circumscribed and is viewpoint neutral.

Libraries may include in this policy rules regarding the time, place, and manner of use of the exhibit space, so long as the rules are content-neutral and are applied in the same manner to all groups wishing to use the space. A library may wish to limit access to exhibit space to groups within the community served by the library. This practice is acceptable provided that the same rules and regulations apply to everyone, and that exclusion is not made on the basis of the doctrinal, religious, or political beliefs of the potential users.

The library should not censor or remove an exhibit because some members of the community may disagree with its content. Those who object to the content of any exhibit held at the library should be able to submit their complaint and/or their own exhibit proposal to be judged according to the policies established by the library.

Libraries may wish to post a permanent notice near the exhibit area stating that the library does not advocate or endorse the viewpoints of exhibits or exhibitors.

Libraries which make bulletin boards available to public groups for posting notices of public interest should develop criteria for the use of these spaces based on the same considerations as those outlined above. Libraries may wish to develop criteria regarding the size of material to be displayed, the length of time materials may remain on the bulletin board, the frequency with which material may be posted for the same group, and the geographic area from which notices will be accepted.

Adopted July 2, 1991, by the ALA Council

MEETING ROOMS

An Interpretation of the Library Bill of Rights

Many libraries provide meeting rooms for individuals and groups as part of a program of service. Article VI of the Library Bill of Rights states that such facilities should be made available to the public served by the given library "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

Libraries maintaining meeting room facilities should develop and publish policy statements governing use. These statements can properly define time, place, or manner of use; such qualifications should not pertain to the content of a meeting or to the beliefs or affiliations of the sponsors. These statements should be made available in any commonly used language within the community served.

If meeting rooms in libraries supported by public funds are made available to the general public for non-library sponsored events, the library may not exclude any group based on the subject matter to be discussed or based on the ideas the group advocates. For example, if a library allows charities and sports clubs to discuss their activities in library meeting rooms, then the library should not exclude partisan political or religious groups from discussing their activities in the same facilities. If a library opens its meeting rooms to a wide variety of civic organizations, the library may not deny access to a religious organization. Libraries may wish to post a permanent notice near the meeting room stating that the library does not advocate or endorse the viewpoints of meetings or meeting room users.

Written policies for meeting room use should be stated in inclusive rather than exclusive terms. For example, a policy that the library's facilities are open "to organizations engaged in educational, cultural, intellectual, or charitable activities" is an inclusive statement of the limited uses to which the facilities may be put. This defined limitation would permit religious groups to use the facilities because they engaged in intellectual activities, but would exclude most commercial uses of the facility.

A publicly supported library may limit use of its meeting rooms to strictly "library-related" activities, provided that the limitation is clearly circumscribed and is viewpoint neutral.

Written policies may include limitations on frequency of use and whether or not meetings held in library meeting rooms must be open to the public. If state and local laws permit private as well as public sessions of meetings in libraries, libraries may choose to offer both options. The same standard should be applicable to all.

If meetings are open to the public, libraries should include in their meeting room policy statement a section which addresses admission fees. If admission fees are permitted, libraries shall seek to make it possible that these fees do not limit access to individuals who may be unable to pay, but who wish to attend the meetings. Article V of the Library Bill of Rights states that "a person's right to use a library should not be denied or abridged because of

origin, age, background, or views." It is inconsistent with Article V to restrict indirectly access to library meeting rooms based on an individual's or group's ability to pay for that access.

Adopted July 2, 1991, by the ALA Council.

STATEMENT ON LABELING

An Interpretation of the Library Bill of Rights

Labeling is the practice of describing or designating materials by affixing a prejudicial label and/or segregating them by a prejudicial system. The American Library Association opposes these means of predisposing people's attitudes toward library materials for the following reasons:

1. Labeling is an attempt to prejudice attitudes and as such, it is a censor's tool.

2. Some find it easy and even proper, according to their ethics, to establish criteria for judging publications as objectionable. However, injustice and ignorance rather than justice and enlightenment result from such practices, and the American Library Association opposes the establishment of such criteria.

3. Libraries do not advocate the ideas found in their collections. The presence of books and other resources in a library does not indicate endorsement of their contents by the library.

A variety of private organizations promulgate rating systems and/or review materials as a means of advising either their members or the general public concerning their opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, or other materials. For the library to adopt or enforce any of these private systems, to attach such ratings to library materials, to include them in bibliographic records, library catalogs, or other finding aids, or otherwise to endorse them would violate the Library Bill of Rights.

While some attempts have been made to adopt these systems into law, the constitutionality of such measures is extremely questionable. If such legislation is passed which applies within a library's jurisdiction, the library should seek competent legal advice concerning its applicability to library operations.

Publishers, industry groups, and distributors sometimes add ratings to materials or include them as part of their packaging. Librarians should not endorse such practices. However, removing or obliterating such ratings--if placed there by or with permission of the copyright holder--could constitute expurgation, which is also unacceptable.

The American Library Association opposes efforts which aim at closing any path to knowledge. This statement, however, does not exclude the adoption of organizational schemes designed as directional aids or to facilitate access to materials.

Adopted July 13, 1951; amended June 25, 1971; July 1, 1981; June 26, 1990, by the ALA Council.

POLICY CONCERNING CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION ABOUT LIBRARY USERS

The ethical responsibilities of librarians, as well as statutes in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed or acquired," and includes database search records, reference interviews, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services. The First Amendment's guarantee of freedom of speech and of the press requires that the corresponding rights to hear what is spoken and read what is written be preserved, free from fear of government intrusion, intimidation, or reprisal. The American Library Association reaffirms its opposition to "any use of government prerogatives which lead to the intimidation of the individual or the citizenry from the exercise of free expression...[and] encourages resistance to such abuse of government power...." (ALA Policy 53.4).

In seeking access or in the pursuit of information, confidentiality is the primary means of providing the privacy that will free the individual from fear of intimidation or retaliation. Libraries are one of the great bulwarks of democracy. They are living embodiments of the First Amendment because their collections include voices of dissent as well as assent. Libraries are impartial resources providing information on all points of view, available to all persons regardless of age, race, religion, national origin, social or political views, economic status, or any other characteristic. The role of libraries as such a resource must not be compromised by an erosion of the privacy rights of library users. The American Library Association regularly receives reports of visits by agents of federal, state, and local law enforcement agencies to libraries, where it is alleged they have asked for personally identifiable information about library users. These visits, whether under the rubric of simply informing libraries of agency concerns or for some other reason, reflect an insensitivity to the legal and ethical bases for confidentiality, and the role it plays in the preservation of First Amendment rights, rights also extended to foreign nationals while in the United States. The government's interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information. It also is a threat to a crucial aspect of First Amendment rights: that freedom of speech and of the press include the freedom to hold, disseminate and receive unpopular, minority, "extreme" or even "dangerous" ideas. The American Library Association recognizes that, under limited circumstances, access to certain information might be restricted due to a legitimate "national security" concern. However, there has been no showing of a plausible probability that national security will be compromised by any use made of unclassified information available in libraries. Thus, the right of access to this information by individuals, including foreign nationals, must be recognized as part of the librarian's legal and ethical responsibility to protect the confidentiality of the library user.

The American Library Association also recognizes that law enforcement agencies and officers may occasionally believe that library records contain information which would be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such

records are necessary to the progress of an investigation or prosecution, the American judicial system provides the mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

Adopted July 2, 1991, by the ALA Council.
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Last modified September 10, 1998.

POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS

The Council of the American Library Association strongly recommends that the responsible officers of each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the name of library users to be confidential in nature.*

2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

3. Resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.**

***Note:** See also ALA Code of Ethics, point III: "We protect each library user's right to privacy and confidentiality with respect to information sought or received, and materials consulted, borrowed, acquired or transmitted,"

****Note:** Point III above means that upon receipt of such process, order, or subpoena, the library's officers will consult with their legal counsel to determine if such process, order, or subpoenas in proper form and if there is a showing of good cause for its issuance; if the process, order, or subpoena is not in proper form or if good cause has not been shown, they will insist that such defects be cured.

Adopted January 20, 1974; revised July 2, 1986, by the ALA Council.

SUGGESTED PROCEDURES FOR IMPLEMENTING POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS

When drafting local policies, libraries should consult with their legal counsel to insure these policies are based upon and consistent with applicable federal, state, and local law concerning the confidentiality of library records, the disclosure of public records, and the protection of individual privacy.

1. The library staff member receiving the request to examine or obtain information relating to circulation or other records identifying the name of library users, will immediately refer the person making the request to the responsible officer of the institution, who shall explain the confidentiality policy.

2. The director, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer assigned to the institution to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.

3. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. (The legal process requiring the production of circulation or other library records shall ordinarily be in the form of subpoena duces tecum [bring your records] requiring the responsible officer to attend court or the taking of his/her disposition and may require him/her to bring along certain designated circulation or other specified records.)

4. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation and other records identifying the names of library users shall be reported to the appropriate legal officer of the institution.

5. Any problems relating to the privacy of circulation and other records identifying the names of library users which are not provided for above shall be referred to the responsible officer.

Adopted by the ALA Intellectual Freedom Committee, January 9, 1983; revised January 11, 1988.

TEXAS LIBRARY ASSOCIATION
INTELLECTUAL FREEDOM STATEMENT

A. PREAMBLE

The Texas Library Association holds that the freedom to read is a corollary of the constitutional guarantee of freedom of the press. Freedom of choice in selecting materials is a necessary safeguard to the freedom to read, and shall be protected against extra-legal, irresponsible attempts by self-appointed censors to abridge it. The Association believes that it is the essence of democracy that citizens shall have the right of free inquiry and the equally important right of forming their own opinions, and that it is of the utmost importance to the continued existence of democracy that freedom of the press in all forms of public communication be defended and preserved. The Texas Library Association subscribes in full to the principles set forth in the Library Bill of Rights of the American Library Association, Freedom to Read Statement, and interpretative statements adopted thereto.

B. AREAS OF CONCERN

LEGISLATION. The Texas Library Association is concerned with legislation at the federal, state, local, and school district level which tends to strengthen the position of libraries and other media of communication as instruments of knowledge and culture in a free society. The Association is also concerned with monitoring proposed legislation at the federal, state, local, and school district level which might restrict, prejudice, or otherwise interfere with the selection, acquisition, or other professional activities of libraries, as expressed in the American Library Association's Library Bill of Rights and the Freedom to Read Statement.

The Intellectual Freedom Committee works with the Legislative Committee to watch proposed legislation, at the various levels, which would restrict or interfere with the selection, acquisition, or other professional activities of libraries.

INTERFERENCE. The Association is concerned with proposed or actual restrictions imposed by individuals, voluntary committees, or administrative authority on library materials or on the selection judgments or on the procedures or practices of librarians.

The Intellectual Freedom Committee attempts to eliminate restrictions which are imposed on the use or selection of library materials or selection judgments or on the procedures or practices of librarians, receives requests for advice and assistance where freedom has been threatened or curtailed, and recommends action to the Executive Board where it appears necessary.

MATERIALS SELECTION POLICY. The Texas Library Association believes that every library, in order to strengthen its own selection process, and to provide an objective basis

for evaluation of that process, should develop a written official statement of policy for the selection of library materials.

The Intellectual Freedom Committee encourages all libraries to develop a written statement of policy for the selection of library materials which includes an endorsement of the Library Bill of Rights.

EDUCATION. The Texas Library Association is concerned with the continuing education of librarians and the general public in understanding and implementing the philosophy inherent in the Library Bill of Rights and the ALA Freedom to Read Statement.

The Intellectual Freedom Committee supports an active educational program for librarians, trustees, and the general public.

LIAISON WITH OTHER ORGANIZATIONS. The Texas Library Association, in order to encourage a united front in defending the right to read, shall cooperate with other organizations concerned with intellectual freedom.

The Intellectual Freedom Committee advises on Texas Library Association positions and cooperates with other organizations.

Adopted September 15, 1992 by the TLA Council.
Reaffirmed April 7, 1995 by the TLA Council.

APPENDIX B LAWS AFFECTING TEXAS LIBRARIES

The Texas State Library and Archives Commission publishes and periodically updates *Library Laws of Texas*. A print copy is available from the Library Science Collection (contact Anne Ramos at 800-252-9386 or anne.ramos@tsl.state.tx.us), and an electronic version is available on the TSLAC web site at www.tsl.state.tx.us/ld/pubs/liblaws/.

AMERICANS WITH DISABILITIES ACT (ADA)

Title 42, U.S. Code, sec 12101, et seq. (1990), provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, public accommodations, State and local government services and telecommunications. P.L. 101-336 (1990).

The ADA Accessibility Guidelines (ADAAG) 36 CFR 1191 sets guidelines for accessibility to places of public accommodation and commercial facilities by individuals with disabilities.

Refer also to the provisions of the Architectural Barriers Act, Texas Civil Statutes Title 132A, Article 9102, administered by the Texas Department of Licensing and Regulation.

Also, the Texas Accessibility Standards (TAS) 16 Texas Administrative Code, Chapter 68, for purposes of administering the state Architectural Barriers Act, TAS is based on the Americans with Disabilities Act Accessibility Guidelines (ADAAG).

CONFIDENTIALITY OF LIBRARY RECORDS

TEX. GOV'T CODE ANN. Section 552.122(24) and 552.123 (West 1994).

This act designates as confidential any record that identifies a person who uses library services or materials. The legislation applies to records of a library or library system supported in whole or in part by public funds.

Amendment by Acts 1993, 73rd Leg., chs.98 Section 1; 347, Section 8.30.

COPYRIGHT LAW

Title 17 U.S. Code

The Copyright Act P.L.94-553 (1976) aims generally for a uniform national policy on copyright matters. In the 1990's there have been important revisions to U.S. copyright laws, including the Sonny Bono Copyright Term Extension Act P.L. 105-298 (1998), and the Digital Millennium Copyright Act (DMCA) P.L. 105-304 (1998).

UNIVERSAL SERVICE FUND (E-RATE)

PL 104-104 (1996), the Schools and Libraries Universal Service Program was established as part of the Telecommunications Act of 1996 with the express purpose of providing

affordable access to telecommunications services for all eligible schools and libraries, particularly those in rural and inner-city areas.

HB 2128

TEX.UTIL.CODE ANN Section 57.022 et.seq. (West 1998).

This is the Public Utility Regulatory Act of 1995 relating to the regulation of telecommunications utilities, to the provision of telecommunications and related services, and to the continuation of the public Utility Commission. The legislation provides for a reduced rate for telecommunications service the commission finds is directly related to a distance learning activity that is or could be conducted by an educational institution in this state, or an information sharing program that is or could be conducted by a library in this state.

Acts 1995, 74th Leg., ch. 231, Section 49, eff. Sept. 1, 1995.

Acts 1997, 75th Leg., ch. 166, Section 1, eff. Sept. 1, 1997.

Library Districts

TEX.LOC.GOV'T CODE ANN. Section 326 (West 1999).

An act relating to the creation, powers, duties, operation, and financing of library districts; authorizing a tax and providing a penalty. (S.B. 1674). Added by Acts 1997, 75th Leg., ch. 1204, Section 1, eff. Sept. 1, 1997.

Library Systems Act

TEX.GOV'T CODE ANN. Section 441 (West 1998).

An act relating to the establishment, operation, and financing of a state library system consisting of a network of interrelated cooperating library systems designed to provide adequate library facilities and services to the public. Texas Government Code, Title 3, Subtitle D., Chapter 441 Library and Archives, Subchapter I, Library Systems.

Open Meetings Act

TEX. GOV'T CODE ANN. Section 551 (West 1994).

This chapter establishes that every regular, special or called meeting of a governmental body shall be open to the public, except as provided by this chapter. Texas Government Code, Title 5, subtitle A, Chapter 551 Open Meetings.

Records Management

TEX. LOC. GOV'T CODE ANN. Sections 201-205 (West 1999).

Local Government Code, Title 6, Subtitle C, Chapters 201 to 205 is cited as the Local Government Records Act, Amended 71st Leg., 1989. The chapters address general provisions, destruction and alienation of records, management and preservation of records, microfilming of records, and electronic storage of records.

Refer also to the provisions of TEX. GOV'T CODE ANN. Section 441 (West 1998), relating to the administration of the Act.

TexShare Library Consortium

TEX. GOV'T CODE ANN. Section 441, Subchapter L (West 1998).
HB 1433 took effect September 1, 1999. This act expands the TexShare library consortium to allow public library membership.

Added by Acts 1999, 76th Leg., ch. 91 Vernon's Texas Session Law Service (West 1999).

Voter Registration

ELECTION CODE, CHAPTER 20, Sections 20.001-20.093.

Each public library, including any branch or other service outlet, that is regularly open for business for more than 30 hours a week is designated as a voter registration agency. Library patrons are to be offered voter registration materials upon completing a library card application.

APPENDIX C A SELECTIVE GLOSSARY OF LIBRARY TERMS AND INITIALISMS

AACR2R -- *Anglo-American Cataloging Rules, 2nd Edition Revised* - The standardized cataloging formats of library materials used by most English speaking countries in the world. AACR1 was developed by American, British, and Canadian librarians in 1964 and revised in 1978 under the title AACR2. The title of the current standard is AACR2R, revised in 1998.

ACADEMIC LIBRARIES -- Libraries in two- or four-year colleges or universities which serve the students and faculties of their institutions.

ACCREDITED LIBRARY SCHOOL -- A college or university offering a library education program meeting American Library Association standards and officially accredited by the ALA Committee on Accreditation.

ACQUISITION -- The process of acquiring library materials which make up the library's collection.

ADVISORY COUNCIL -- Lay people elected by lay representatives from among their group to advise a Texas public library system.

ALA -- American Library Association - Founded in 1876, the oldest and largest national library association in the world. Membership includes libraries, librarians, and anyone interested in libraries. Goal: promoting and improving library service and librarianship and providing life-long learning services to all.

ALTA -- American Library Trustees Association - Lay persons' division within the American Library Association.

AMIGOS -- Amigos Library Services is membership-based, non-profit library network offering OCLC access and support as well as other information technology products and services to almost 600 member libraries in the southwestern United States.

ARCHIVES COMMISSION - See Texas State Library and Archives Commission

ASIS - American Society for Information Science.

AV -- Audiovisual Materials - Nonbook materials such as tapes, slides, filmstrips, recordings, videos, motion pictures, and compact discs.

BI -- Bibliographic Instruction -- Programs of library instruction designed to help library users improve their skills in using library resources. Their objective is to help users take maximum advantage of library resources to meet their information needs.

BIBLIOGRAPHIC UTILITY -- Electronic database providing cataloging data for millions of books and audiovisual materials.

BIBLIOGRAPHY -- Primarily used to describe a listing of sources of information on a given subject or of works by a given author.

BIP -- Books in Print -- Annual publication of the R.R. Bowker Company divided into author, title, and publisher volumes that list those books available for purchase from publishers' stocks. Entries include author, title, publisher, ISBN, and LCCN and price when available. Subject Guide to Books in Print, also published annually, is purchased separately and includes the same bibliographic data, but is arranged by subject. BIP can be accessed electronically through the Texas State Electronic Library.

BOOK JOBBER -- See Jobber

CALL NUMBER -- The set of symbols identifying a particular item in a library collection and indicating its location. Usually includes a subject classification number and a book number or letters of the author's surname.

CARD CATALOG -- An author, title, and subject listing of a library's holdings or collection on 3"x5" cards.

CATV -- Cable television, originally called Community Antenna Television.

CIRCULATION -- The library activity of lending materials to borrowers and the library recordings of such loans. Term is also used to mean library department or "station" within the library which checks materials out to users and receives returned materials. Circulation also is used to mean statistics showing extent of use of the library through the count of materials checked out.

COG -- Council of Governments - Regional planning councils established in Texas through enabling legislation in 1965. There are currently 24 such councils serving designated counties. County and municipal governments may or may not members.

COLLECTION -- The library's total accumulation of materials, (the books, films, CD's, audiocassettes, videocassettes, etc.) which make up what the library owns for its users.

COLLECTION DEVELOPMENT FORMULA -- A formula developed by each of the Texas regional library systems to designate how/if system funds will be allocated to member libraries for the purchase of library materials for local use.

CONSORTIUM -- See Network

COPYRIGHT -- The right granted by a government to an author, composer, or artist for control the publication, sale, and reproduction of the work. The U.S. Copyright Law was

significantly revised in 1978, with potentially far-reaching consequences for copyright holders, librarians and library users.

DATABASE -- A systematically organized collection on information. Most often refers to data stored in a computer system to be extracted electronically.

DDC -- Dewey Decimal Classification - A system for classifying and shelving books and other library materials which utilizes a hierarchical scheme which has 10 major divisions, from 000 (General Works) through 900 (History). Each of the 10 divisions contains 10 subdivisions.

DICTIONARY CATALOG -- A catalog in which all the entries (author, title, subject, series, etc.) and their related references are arranged together in one alphabet.

DIRECT ORDER -- An order for library materials that is placed directly with a publisher rather than with a jobber that handles the materials of a number of publishers.
ESC - Education Service Center - One of the 20 regional centers in Texas established to provide services for school districts. Services provided can include a film/video library, continuing education, consulting and training.

ESL -- English as a Second Language

F&TRT -- Friends and Trustees Round Table - Lay persons' round table of TLA.

FAX -- Facsimile Transmission - The process of sending printed material from one point to another by electronic means such as telephone, radio, and computer. The image is usually scanned at the transmitting point, converted into electronic impulses, and is reconverted in an exact duplicate by the receiving unit.

FOLUSA -- Friends of Libraries USA - Affiliated organization of ALA.

FTRF -- Freedom to Read Foundation - An ALA foundation with membership separate from the general membership and devoted to raising funds to promote and protect intellectual freedom in American libraries; and to provide legal counsel, or the means to secure it, to libraries and librarians engaged in litigation arising from their efforts to resist censorship.

FY -- Fiscal Year - A 12-month accounting period based upon the established budget of the organization. The fiscal year of the State of Texas is September through August. The federal fiscal year is October through September.

HEA -- Higher Education Act

ILL -- Interlibrary Loan - Loans of materials between independent libraries.

INFORMATION -- The total of recorded human experience, plus the unrecorded experience that is available only from human resources, to which librarians and library users may refer.

INFORMATION SCIENCE -- The study of how humans create, use and communicate information.

INSTITUTIONAL LIBRARIES -- Libraries located in a prison, hospital, nursing home or other similar residential facility.

INTELLECTUAL FREEDOM COMMITTEE -- A TLA committee devoted to the interests, issues and activities of intellectual freedom.

INTERNET -- Global system of computer networks for the purpose of transmitting and receiving information.

ILS -- Integrated Library System

ISBN -- International Standard Book Number (ISBN) -- A number given to a book before publication as a means of identifying it concisely, uniquely, and unambiguously. The numbering system is administered among cooperating publishers in participating countries.

ISDN -- Integrated Services Digital Network.

ISSN - International Standard Serial Number.

JOBBER -- A dealer who buys from publishers and sells to libraries and bookstores. Synonymous with wholesaler and vendor.

LAY REPRESENTATIVE -- Under the Texas Library Systems Act, a citizen (one who does not work for a local library) who is appointed to represent that library and vote for that library in system affairs. A lay representative can stand for election to the system's Advisory Council.

LC -- Library of Congress - Established as the research library for Congress, it acts as the National Library with more than 17 million books, manuscripts, maps, etc.

LCCN -- Library of Congress Classification Number.

LCSH -- Library of Congress Subject Headings - Subject headings developed, maintained and published by the Library of Congress and used in many library catalogs.

LIBRARY -- A place where all types of information is stored, systematically organized, and made available for use. A library may also be called an Information Center, Media Center, Learning Resource Center or Instructional Materials Center.

LIBRARY CONSULTANT -- an external expert commissioned by a library to give professional or technical advice on planning, management, operations, physical facilities, or other areas of concern.

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LIBRARY OF CONGRESS CLASSIFICATION SYSTEM -- A system developed by the Library of Congress for classifying and shelving library materials.

LIBRARY SYSTEM -- Two or more public libraries cooperating in a system approved by the Texas State Library and Archives Commission to improve library service and to make resources accessible to all residents served by the member libraries.

LRC -- Learning Resources Center - See Library

LSA -- Texas Library Systems Act - Texas legislation passed in 1969 and revised by subsequent legislatures to provide for the establishment and operation of a state library system consisting of interrelated cooperating library systems.

LSCA -- Library Services and Construction Act - Federal legislation passed in 1956 and amended in 1965, 1977 and 1986, providing funds for public library development. Under the various titles of the act, funds have been made available for construction of facilities, interlibrary cooperative efforts, and other library development activities. In 1997, replaced by LSTA.

LSTA -- Library Services and Technology Act - Beginning in 1997, this federal program replaced the LSCA. Administered by the Institute of Museum and Library Services, LSTA emphasizes library integration of technology and development of programs to underserved populations with a collaborative approach to library services.

MAGNETIC TAPE (MAG TAPE) -- A tape of any materials impregnated or coated with magnetic particles, on which audio and video signals and digital data can be recorded.

MARC -- Machine Readable Cataloging - Developed by the Library of Congress as a standard bibliographic format for the exchange of machine-readable bibliographic information.

MEDIA -- Materials in all formats and all channels of communication that serve as carriers of information.

MICROFILM -- Photographic films containing micro-images. The term normally refers to roll film sufficiently long to be placed on reels, cartridges, or cassettes and retrieved by manual or automatic means. Images may be positive or negative and rolls may be 8, 16, 35 or 70mm wide and up to several thousand feet long. Special equipment is required to read microfilm.

MICROFICHE -- A flat sheet of photographic film usually, 4" x 6" or 3" x 5", containing micro-images in a grid pattern. Special equipment is required to read microfiche.

MICROFORMS -- A term which includes microfiche, micro-opaques, and microfilm. Microforms greatly reduce the space required to store graphics and printed matter. Special equipment is usually required to read microforms.

MLS -- Master of Library Science Degree - The standard degree for a professional librarian. The American Library Association accredits MLS programs that meet certain standards. Accredited programs in Texas are provided at the University of North Texas, Texas Woman's University and the University of Texas at Austin.

MLIS -- Master of Library and Information Sciences Degree - See MLS

MRC -- Major Resource Center - A public library in Texas designated as the headquarters library for a library system for resource sharing and other services.

MULTITYPE SYSTEM -- An organization comprised of libraries of more than one type. Libraries are generally divided into four types: Public, School, Academic, and Special.

NCLIS - National Commission on Library and Information Science - Established by Congress in 1970 to advise the President and the Congress on fulfilling the national policy for developing plans in meeting national library and information needs and on coordinating activities at the federal, state and local levels.

NETWORK -- A group of libraries joined together to pursue common goals called a network, consortium, or system.

NON-PRINT -- See Audiovisual materials

NON-RESIDENT -- A person who neither resides within nor pays taxes to the government jurisdiction that provides public library services and operates a public library.

OCLC -- Online Computer Library Center - A non-profit computer service and research organization whose network and services link more than 30,000 libraries in 65 countries and territories. OCLC help libraries locate, acquire, catalog, access, and lend library materials.

OIF -- Office of Intellectual Freedom - An office of ALA encompassing all intellectual freedom issues and activities.

ONLINE SYSTEM -- Connection of a remote user computer to a central computer through telecommunications.

OPAC -- Online Public Access Catalog - See PAC

OUTPUT MEASURES -- Methods used to measure a library's performance as determined by use of the library's services and resources, and designed to reflect results or outcomes.

PAC -- Public Access Catalog -The term refers to a library's public catalog or index that is in machine-readable form and is accessed by computers.

PAC -- Political Action Committee - One example is the TL-PAC.

PERIODICAL -- A publication appearing, or intending to appear, at regular or stated intervals, generally more frequently than annually.

PLA -- Public Library Association - An association within ALA devoted to issues and activities of American public libraries.

PLANT -- Public Library Administrators of North Texas (PLANT) - An organization of public library directors whose purpose is "to better public library service within the North Texas area through the cooperation and mutual aids of all public library administrators." Membership is by invitation.

PLD -- Public Library Division - A division within TLA devoted to issues and activities of Texas public libraries.

PROCESSING -- A catchall term generally indicating the preparation of books and other materials so they can be placed in circulation. Processing may include cataloging, making protective covers, and the preparation of catalog cards or catalog information in machine-readable format.

PUBLIC LIBRARIES -- A library that is operated by a single public agency or board, that is freely open to all persons under identical conditions, and that received its financial support in whole or in part from public funds.

RECIPROCAL BORROWING -- The extension of lending privileges to citizens of other communities or libraries.

RFI -- Request for Information - A document used to solicit information from prospective bidders in order to prepare or consider preparing a Request for Proposal.

RFP -- Request for Proposal (RFP) - A document used to solicit proposals from bidders to design or supply a service.

ROTATING COLLECTION -- Any collection of materials supplied by a central organization to the individual libraries to be used in each library as part of its own collection for a period of time before being rotated to another library.

SCHOOL LIBRARIES -- Libraries which are a part of a school system and provide materials and services for use by students and teachers. Frequently called Learning Resource Centers or Media Centers.

SEARS -- An authority file of subject headings used by many small and medium sized libraries. Full title of the list: *Sears List of Subject Headings*.

SHARED CATALOGING -- Any organized effort to share the cost and the benefits or providing bibliographic descriptions of commonly held collection items. Now usually refers to automated cataloging systems such as OCLC.

SHELFLIST -- A catalog of items in a library collection arranged by call number.

SLA -- Special Library Association - An association within ALA devoted to issues and activities of special libraries.

SPECIAL LIBRARIES -- Libraries which are privately or publicly supported information centers in business, industries, government agencies, institutions of higher education, research organizations, museums, etc.

STACK(S) -- A series of bookcases, or sections of shelving, arranged in rows or ranges, freestanding or multi-tiered, for the storage of a library's principle collection.

TEA -- Texas Education Agency

TELECOMMUNICATIONS -- The transmission of data between remote locations. Common methods include modem, ISDN, T-1, radio, microwave, and fiber optic.

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION (TSLAC) -- Six lay persons, appointed by the Governor, to govern the agency called Texas State Library and Archives Commission. Often called "The Archives Commission."

TEXNET -- The statewide interlibrary lending network financed by federal funds and available to all public, academic, and special libraries in Texas.

TEXSHARE -- The cooperative program for library services to patrons of Texas institutions of higher education and public libraries.

TIF -- Telecommunications Infrastructure Fund

TLA -- Texas Library Association - An organization, founded in 1902, of librarians, library workers, and others interested in the promotion and improvement of library service in Texas. Membership is open to individuals and organizations.

TL-PAC -- Texas Library Political Action Committee - Funded by private donations, this committee lobbies for legislation compatible with the goals of all types of libraries.

TML -- Texas Municipal League

TMLDA--Texas Municipal Library Directors Association

TSL -- See TSLAC

TSLAC -- Texas State Library and Archives Commission - An agency of the Texas state government, also known as the Texas State Library, charged with many functions, including aiding and encouraging the development of libraries; collecting, preserving, classifying, and

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publishing manuscripts relating to Texas history; and serving the reading needs of the state's blind and physically handicapped citizens.

VENDOR -- An individual or company that buys and sells books or other materials acquired by libraries.

VERTICAL FILE -- A collection of materials such as pamphlets, clippings, and pictures which, because of their shape and often ephemeral nature, are filed vertically in drawers for easy reference.

WEED (OR WEEDING) -- To select items from a library collection for withdrawal or for transfer to storage area.

WEIGHTED VOTING -- A method of assigning a relative weight to each lay person's vote in a Texas library system. The weight must be based on a population served by the library the lay person in representing. The weighted votes are required under the Rules and Regulations of the Texas Library Systems Act.

WHCLIS -- White House Conference on Library and Information Services - A national conference of lay people and librarians who evaluate and plan for library services. The first such conference was held in Washington in November 1979; the second was held in July 1991.

WWW -- World Wide Web - Global network of information servers that use a specific protocol for communication.

Z39.50 -- A protocol which provides library users easy access to other libraries' automated systems.

APPENDIX D RESOURCES

The books and journal articles listed below are available through interlibrary loan from other libraries and from the library science and professional collections of the Texas State Library and Archives Commission and your system office. Contact Anne Ramos at 1-800-252-9386 to borrow any of these items or other titles of interest to Texas library board members.

A number of publications produced by the Texas State Library are also available online at www.tsl.state.tx.us/pubs/. In addition, a list of useful resources and discussion lists for library staff can be found at www.tsl.state.tx.us/ld/lsc/resources.html.

PRINT RESOURCES

Big Book of Library Grant Money 1998-99: Profile of Private and Corporate Foundation and Direct Corporate Givers Receptive to Library Grant Proposals. Chicago: American Library Association, 1998.

Boon, Belinda. ***The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries.*** Austin: Texas State Library and Archives Commission, 1995.

Brawner, Lee and Donald K. Beck, Jr. ***Determining Your Public Library's Future Size: A Needs Assessment and Planning Model***. Chicago: American Library Association, 1996.

Cantarella, Gina Marie (Editor). ***National Guide to Funding for Libraries and Information Services, Fifth Edition.*** New York: The Foundation Center, 1999.

Childers, Thomas and Nancy A. Van House. ***What's Good?: Describing Your Public Library's Effectiveness.*** Chicago: American Library Association, 1993.

Children and the Internet: Guidelines for Developing Public Library Policy. Chicago: American Library Association, 1998.

Cirillo, Susan and Robert Danforth. ***Library Buildings, Equipment & the ADA: Compliance Issues and Solutions.*** Chicago: American Library Association, 1996.

Coyle, Karen. ***Coyle's Information Highway Handbook: A Practical File on the New Information Order.*** Chicago: American Library Association, 1997.

Dancik, Deborah B. ***Building Blocks for Library Space: Functional Guidelines.*** Chicago: American Library Association, 1995.

Devries, Mary. ***New Robert's Rules of Order: The Essential Reference, 2nd edition***. New York: NAL/Dutton, 1998.

Dolnick, Sandy, editor. ***Friends of Libraries Source Book, 3rd Edition.*** Chicago: American Library Association, 1996.

"Ethics Statement for Public Library Trustees." ***Public Libraries*** 24 (Winter 1985): 166.

Guidelines for Texas Public Libraries. Austin: Texas Library Association, 1992. (**NOTE:** this publication will be superceded by the new *Standards for Texas Public Libraries*. At the time this manual was printed, a draft of the new standards was available online at www.txla.org/groups/plstand/proposed.html.)

Hagloch, Susan B. ***Library Building Projects: Tips for Survival.*** Englewood: Libraries Unlimited, Inc., 1994.

Handbook for Public Library Trustees. 2nd ed. Harrisburg, PA: State Library of Pennsylvania, Pennsylvania Department of Education, 1983. (NOTE: 1993 is available).

Hayes, Robert M. ***Strategic Management for Public Libraries: A Handbook.*** Westport: Greenwood Publishing Group, Inc., 1996.

Himmel, Ethel E. ***Planning for Results: A Public Library Transformation Process.*** (2 volumes) Chicago: American Library Association, 1998.

Intellectual Freedom Handbook, Fifth Edition. Austin: Texas Library Association, 1996. Available online at www.txla.org/docs/ifhbk.html.

Intellectual Freedom Manual, Fifth Edition. Chicago: American Library Association, 1996.

Larson, Jeanette and Herman L. Totten. ***Model Policies for Small and Medium Public Libraries.*** New York: Neal-Schuman Publishers, 1998.

Library Laws of Texas 1999: A Compilation Through the 76th Legislature, 1999. Austin: Texas State Library and Archives Commission, 2000. Available online at www.tsl.state.tx.us/ld/pubs/liblaws/.

Mayo, Diane and Nelson, Sandra. ***Wired for the Future: Developing Your Library Technology Plan.*** Chicago: American Library Association, 1999.

McClure, Charles R. ***Planning and Role Setting for Public Libraries: A Manual of Options and Procedures.*** Chicago: American Library Association, 1987.

Nelson, Sandra, Ellen, Altman, and Mayo, Diane. ***Managing for Results: Effective Resource Allocation for Public Libraries***. Chicago: American Library Association, 2000.

Peck, Robert S. ***Libraries, the First Amendment, and Cyberspace: What You Need to Know.*** Chicago: American Library Association, 2000.

Reed, Sally G. ***Small Libraries: A Handbook for Successful Management.*** Jefferson: McFarland & Company, Inc., Publishers, 1991.

Rochell, Carlton. ***Wheeler & Goldhor's Practical Administration of Public Libraries. Revised Edition*** New York: Harper, 1981.

Rubin, Renee. ***Avoiding Liability Risk: An Attorney's Advice to Library Trustees and Others.*** Chicago: American Library Association, 1994.

Sager, Donald J. ***Small Libraries: Organization & Operation, 3rd Edition.*** Fort Atkinson: Highsmith Press, 2000.

Salant, Priscilla and Don A. Dillman. ***How to Conduct Your Own Survey.*** New York: Wiley, 1994.

Sannwald, William. ***Checklist of Library Building Design Considerations, 3rd edition.*** Chicago: American Library Association, 1997.

Swan, James. ***Fundraising for the Small Public Library: A How To Do It Manual for Librarians.*** New York: Neal-Schuman Publishers, 1990.

Smith, Mark. ***Collecting and Using Public Library Statistics: A How To Do It Manual.*** New York: Neal-Schuman Publishers, 1995.

Smith, Mark. ***Internet Policy Handbook for Libraries.*** New York: Neal-Schuman Publishers, 1999.

Symons, Ann K. and Charles Harmon. ***Protecting the Right to Read: A How-To-Do-It Manual for School and Public Librarians.*** New York: Neal-Schuman Publishers, 1995.

Texas Library System: System Orientation Manual. Austin: Library Development Division, Texas State Library and Archives Commission, 2000.

Texas Library Systems Act and Rules for Administering the Library System Act. Austin: Library Development Division, Texas State Library and Archives Commission, 1999.

Texas Public Library Directory for 1999. Austin: Library Development Division, Texas State Library and Archives Commission, 2000.

Texas Public Library Statistics for 1999. Austin: Library Development Division, Texas State Library and Archives Commission, 2000.

Texas Public Library Summary for 1999. Austin: Library Development Division, Texas State Library and Archives Commission, 2000.

Turner, Anne M. ***Getting Political: An Action Guide for Librarians and Library Supporters.*** New York: Neal-Schuman Publishers, 1997.

Van House, Nancy A., et.al. ***Output Measures for Public Libraries, second edition.*** Chicago: American Library Association, 1987.

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Wolfe, Lisa A. ***Library Public Relations, Promotions, and Communications: A How-To-Do-It Manual.*** New York: Neal-Schuman Publishers, 1997.

Wood, Len. ***Commissioner's Little Handbook: A Portable Guide for Local Government Advisory Board Members.*** Rancho Palos Verdes: Training Shoppe, 1992.

Young, Virginia G. ***The Trustee of a Small Public Library, 5th edition.*** Chicago: American Library Association, 1995.

Young, Virginia G. ***The Trustee of a Small Public Library, 2nd edition.*** (Small Library Publication Series) Chicago: ALA, 1992.

Zweizig, Douglas, et al. ***The Tell It! Manual: The Complete Program for Evaluating Library Performance***. Chicago: American Library Association, 1996.

ORGANIZATIONS

This list of organizations includes state agencies, professional associations, and divisions within associations dedicated to the support of public librarians and public library lay leaders.

American Library Association
50 East Huron Street
Chicago, IL 60611
Phone: 800-545-2433
Fax: 312-944-3897
Email: ala@ala.org
Web Site: www.ala.org/

American Library Trustee Association
American Library Association
50 East Huron Street
Chicago, IL 60611
Phone: 800-545-2433 x2161
Fax: 312-944-3897
Email: alta@ala.org
Web Site: www.ala.org/alta/

FOLUSA
1420 Walnut Street, Suite 450
Philadelphia, PA 19102
Phone: 800-936-5872
Fax: 215-545-3821
Email: folusa@libertynet.org
Web Site: www.folusa.com/

Friends and Trustees Round Table
Texas Library Association
3355 Bee Cave Road, Suite 401
Austin, TX 78746-6763
Phone: 800-580-2852 or 512-328-1518
Fax: 512-328-8852
Email: tla@txla.org
Web Site: www.txla.org/

Library Development Division
Texas State Library and Archives Commission
P. O. Box 12927
Austin, TX 78711-2927
Phone: 512-463-5465
Fax: 512-463-8800
Web Site: www.tsl.state.tx.us/ld/

Library Science Collection/TSLAC
P. O. Box 12927
Austin, TX 78711-2927
Phone: 800-252-9386 (in Texas) or 512-463-5494
Phone: 512-463-5494
Fax: 512-463-8800

Public Library Association
American Library Association
50 East Huron Street
Chicago, IL 60611
Phone: 800-545-2433 x5752
Fax: 312-280-5049
Email: pla@ala.org
Web Site: www.pla.org/

Public Library Division
Texas Library Association
3355 Bee Cave Road, Suite 401
Austin, Texas 78746-6763
Phone: 800-580-2852 or 512-328-1518
Fax: 512-328-8852
Email: tla@txla.org
Web Site: www.txla.org/groups/pld/

Texas Library Association
3355 Bee Cave Road, Suite 401
Austin, TX 78746-6763
Phone: 800-580-2852 or 512-328-1518
Fax: 512-328-8852
Email: tla@txla.org
Web Site: www.txla.org/

Texas State Library and Archives Commission
P. O. Box 12927
Austin, TX 78711-2927
Phone: 512-936-INFO (4636)
Email: pio@tsl.state.tx.us
Web Site: www.tsl.state.tx.us/

TEXAS LIBRARY SYSTEMS

This list of Texas Library Systems includes directory information. Web addresses are included where applicable. A list of system staff with contact information is available on the Library Development Division web site at www.tsl.state.tx.us/ld/publibs/members.html.

Alamo Area Library System
San Antonio Public Library
600 Soledad
San Antonio, TX 78205-1200
Phone: 210-207-2609
Fax: 210-207-2611
Web Site: www.aalstx.org/

Big Country Library System
Abilene Public Library
202 Cedar Street
Abilene, TX 79601
Phone: 915-676-6021
Fax: 915-676-6022
Web Site: camalott.com/abilene/apl/

Central Texas Library System
Austin Public Library
P. O. Box 2287
Austin, TX 78768-2287
Phone: 512-499-7488
Fax: 512-499-7516
Web Site: www.ctls.net/

Houston Area Library System
Houston Public Library
500 McKinney
Houston, TX 77002-2534
Phone: 713-247-1925
Fax: 713-247-2661
Web Site: www.hals.lib.tx.us/

North Texas Regional Library System
1111 Foch Street
Suite 100
Fort Worth, TX 76107-2931
Phone: 817-335-6076
Fax: 817-335-7145

Northeast Texas Library System
Nicholson Memorial Library
625 Austin Street
Garland, TX 75040-6365
Phone: 214-205-2566
Fax: 214-205-2767
Web Site: www.netls.org/

South Texas Library System
Corpus Christi Public Library
805 Comanche Street
Corpus Christi, TX 78401-2715
Phone: 512-880-8915
Fax: 512-883-7463

Texas Panhandle Library System
Amarillo Public Library
P. O. Box 2171
Amarillo, TX 79189-2171
Phone: 806-378-3043
Fax: 806-378-9326
Web Site: plutonium-erl.actx.edu/hlc/tpls.htm

Texas Trans-Pecos Library System
El Paso Public Library
501 North Oregon
El Paso, TX 79901-1195
Phone: 915-543-5418
Fax: 915-533-3556

West Texas Library System
Lubbock City-County Library
1306 Ninth Street
Lubbock, TX 79401-2708
Phone: 806-767-2858
Fax: 806-767-2856
Web Site: wtls.ci.lubbock.tx.us/

U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)

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